

QUICK REFERENCE PHONE DIRECTORY

211 Waukesha 1st Call for Help. Dial 211 or 262-547-3388. If using cell phone dial (262) 547-3388. 211 will not work from a cell phone.

Department of Senior Services.....262-548-7828

Elder Abuse Reporting.....911 or 262-548-7828

Mental Health Association.....262-547-0769

Veteran Services262-548-7732

ADD YOUR FAVORITES

**PLEASE DIAL 911 FOR ALL LIFE-THREATENING
AND EMERGENCY SITUATIONS.**

2005 – Rev 3/29/2005

Senior Sources

A Directory of Useful Information

Waukesha County Department of Senior Services
Administration Center
1320 Pewaukee Road, Room 130
Waukesha WI 53188
Phone - (262) 548-7828
Fax - (262) 896-8273
<http://senior.waukeshacounty.gov>

Mission Statement

The mission of the Waukesha County Department of Senior Services is to affirm the dignity and value of older people through services, support and opportunities, which promote choice, independence and community involvement

The Department of Senior Services intends to fulfill this mission with the assistance of our partners: older people and their families, and the community as a whole including business, community agencies and all levels of government.

We hope that you will find “Senior Sources” helpful. Please contact our Department if you need any further assistance.

Cathy Bellovary, Director
Waukesha County Department of Senior Services

This publication may be translated or interpreted in other languages - Call (262) 548-7828 for assistance.

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"Senior Sources" is a publication of the Waukesha County Department of Senior Services. Our purpose is to provide a source of useful and reliable information about services and programs for older people in Waukesha County. These services and programs are provided by the Department of Senior Services as well as many other agencies and organizations involved with older people. We have included some general information, including eligibility requirements, fees or donations when known. If you need more details, you can call the telephone number listed or the Department of Senior Services Information & Assistance Line at (262) 548-7828, 8:00 AM – 4:30 PM M-F.

The Department of Senior Services does not endorse, rate, comment, or evaluate resources, programs, or providers; therefore, the Department of Senior Services does not assume, warrant, or guarantee the quality of services provided. The Department of Senior Services does not imply any sort of endorsement by inclusion in this resource directory. All information in this booklet is based upon the best information available at the time of publication, and the Department of Senior Services assumes no responsibility for changes, errors or omissions.

Your Voice CAN Make a Difference

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Waukesha County Constitutional Officers

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Wisconsin Legislative Web Site: www.legis.state.wi.us
Call Toll Free.....(800) 362-9472

HELPFUL TIPS

“To Have a Good Life”

A survey of thousands of people in 15 countries shows what respondents say they need in order to continue to have a good life:

1. Being able to go about one's business independently - free of physical burdens.
2. Being able to see and hear well.
3. Have energy & pep.
4. Have mobility - able to participate in normal activities.

“To Maintain A Good Life”

The first step is identification of all of one's needs and to arrange resources and services that fit those needs. Many will make the home safer and decrease the chance of accidents while increasing the feeling of safety and security. Others will enable a person to maintain a lifestyle that suits him or her while successfully managing his or her chronic conditions.

A **BASIC NEEDS ASSESSMENT** is provided with possible solutions to meet those needs. One may assess himself/herself and set up helpful services. A family meeting is suggested to determine who can assist with various tasks and which tasks can personally be done.

If hospitalized, ask the discharge planner (RN or SW) to assess all appropriate needs before going home. That person may work closely with the Department of Senior Services to determine previous companies providing those services for continuity of care and possible funding sources.

The remaining are the tasks with which the Department of Senior Services “Senior Sources Directory of Resources” can assist you to obtain.

The following information is provided to assist you and your loved one in obtaining ideas and services available.

To assess yourself or your loved one:

The section heading is the area you or your loved one may need

help in. In the three columns below the section heading is a list of suggested options or solutions to those identified needs. If you are independent, you are able to take care of most of your needs, follow **Independent** (column 1) down and check all needs that apply to you. Do the same under **Needs Some Help** (column 2) if some assistance would maintain your safety and keep you where you choose to live. If a loved one were totally dependent the caregiver would check all needs under **Totally Dependent** (column 3). Locate page numbers next to the section heading; pages contain provider telephone numbers and description of services.

Please remember to call and compare services, costs per hour and minimums before agreeing to a contract.

Department of Senior Sources: (DOSS)

Column 1 <u>Independent</u>	Column 2 <u>Needs Some Help</u>	Column 3 <u>Totally Dependent</u>
<u>NEED: FOOD- Cooking, Obtaining Food (pgs 50, 59, 61)</u>		
<input type="checkbox"/> You are able to Cook	<input type="checkbox"/> Family cooks-freezes. Private providers of meals. Housekeeper Homemaker. Order from Restaurant. Goes to Congregate site (Transport \$1.00 each way to ride). Financial-Food Pantry.	<input type="checkbox"/> Private Providers of meals. DOSS Home Delivered Meals (Call 262-548-7848). • Nutritional Supplements & 8 glasses of water per day. Protein (Keto) Shakes. Thickener for liquids if choking. Family lives with / oversees the specific concerns.
<u>NEED: USE OF UTENSILS (pg 76)</u>		
<input type="checkbox"/> You are able to hold by self	<input type="checkbox"/> Durable Medical Equipment (eating aids, swivel spoons, foam plate guards, high-sided dishes)	<input type="checkbox"/> Fed by Family / 24 hr. care. Home Health assistant
<u>NEED: GROCERY SHOPPING (pg 47)</u>		
<input type="checkbox"/> You are able to Shop	<input type="checkbox"/> Family, Friends, Neighbors takes person. <u>Interfaith</u> takes person.	<input type="checkbox"/> Family, Friends, Neighbors do shopping. Interfaith shops.

<u>NEED: HOMEMAKER (pg 50)</u>		
<input type="checkbox"/> You are able to Clean	<input type="checkbox"/> Family, friends help. Homemaker Co. • Make a list of tasks person cannot do: Clean immediate living space, garbage, cooking, bills, check/clean refrigerator. Call DOSS 548-7848 for Funding?	<input type="checkbox"/> Family, friends do. Homemaker Co. does it all. • Make a list of tasks. Call DOSS at 548-7848 for Funding?
<u>NEED: BATHING (pg 44)</u>		
<input type="checkbox"/> You are able to Shower Grab Rails Handheld showerhead- Call DOSS 548-7848	<input type="checkbox"/> Housecleaner present while showering. • Shower / Transfer bench. Call DOSS for handheld showerhead and grab rails • Home Health Co-assist wash, dry, lotion, set hair, cut nails, clean bathroom, change linen. Call DOSS for Funding?	<input type="checkbox"/> Home Health Care Co. Products • Comfort Bath, Shampoo Tray or Cap, Tissues, Nail Clippers, Straight-toenails, Curved-fingernails, Lotion-rub skin-wipe dry, Minimal Powder Use. Use of Long Term Care Insurance pays for care-check daily limit. Shower/Sponge bath/Bed bath
<u>NEED: CHORES (pg 47)</u>		
<input type="checkbox"/> You are able to cut grass, shovel snow, rake leaves, grocery shopping, errands	<input type="checkbox"/> Family, Friends Neighbors do them. Private Pay Service. Interfaith Caregiving- (No charge). • Family Meeting-to create a task list.	<input type="checkbox"/> Family, Friends, Neighbors. • Private Pay Service. • Interfaith Caregiving. Consider moving to an apartment. Family meeting-task list
<u>NEED: TRANSPORTATION (pg 47, 125)</u>		
<input type="checkbox"/> Drives safely. Has valid license. Could pass driver & written test. Does not get lost. ER-Family, 911. Go to Doctor-hospital van?	<input type="checkbox"/> Family, friends, neighbors. Interfaith Caregiving does drive. • County subsidized. • Go to Doctor-hospital van? Emergency Call 911.	<input type="checkbox"/> Family, friend's neighbors. (County subsidized) Emergency Family, 911, and / or Emergency Alert system.

<u>NEED: ACTIVITY – ADULT DAY CENTER (ADC) (pg 43, 117)</u>		
<input type="checkbox"/> Able to socialize by self	<input type="checkbox"/> Needs suggestions. Leisure activities.	<input type="checkbox"/> Adult Day Center: Has medical staff. Cognitive stimulation Respite & support for caregiver Interactive respite videos Reminiscence. Caregiving resources & items to check out Call DOSS 548-7848. 6 County Contracts: •The Caring Place, •Catholic Charities, •Curative Senior Care Centers •Waukesha ADC •Men Falls ADC •Oconomowoc ADC
<u>NEED: CAREGIVER INFORMATION (pg 25, 31, 130)</u>		
<input type="checkbox"/> Exercise to stay healthy Eat main one-noon Relieve Caregiver stress. Continue to socialize. Call DOSS for assistance with information, •support, products, while caregiving	<input type="checkbox"/> •Exercise with someone. •Chair exercises. •Stress-Choose battles. •Socialize-Friends. •Friendly visitor program.	
<u>NEED: MEDICAL/DENTAL CARE (pg 76-80)</u>		
<input type="checkbox"/> Sees Doctor Low-income clinics: St Joseph's Medical Dental (Waukesha), Community Nursing Clinic (Pewaukee), Lake Area Free Clinic- (Ocon), Community Outreach Health Clinic-(Men. Falls), Waukesha Family	<input type="checkbox"/> See own Doctor Low-income clinics: • Saint Joseph's Medical/Dental Clinic (Waukesha), • Community Nursing Clinic (Pewaukee), •Lake Area Free Clinic- (Ocon), •Community Outreach Health Clinic- (Men. Falls), •Waukesha Family Practice Clinic- (Waukesha)	<input type="checkbox"/> •Call own Doctor •Call own Dentist •Visiting Physicians 414-543-9600 •Call Mobile Dentist 262-786-4776 •Various Dental Programs

Practice Clinic-Dental Services Podiatrist-covered under Medicare		
<u>NEED: VISUAL CONCERNS (pg 76)</u>		
<input type="checkbox"/> Wears glasses	<input type="checkbox"/> •Has a visual Diagnosis •Relearn tasks Call 548-5862 •Financial need-Lions Clubs •Services for the Blind.	<input type="checkbox"/> •Legally Blind or Blind •Relearn tasks Call 548-5862.
<u>NEED: HEARING CONCERNS (pg 77)</u>		
<input type="checkbox"/> Slight deficit-maintaining	<input type="checkbox"/> Hard of Hearing-Hearing Aid Center for Deaf/HOH for assistive hearing equipment	<input type="checkbox"/> •Deaf-Communication Devices & equipment •Communication Techniques •Sign Language
<u>NEED: ISOLATION (pg 43, 49, 51, 117)</u>		
<input type="checkbox"/> Socially active Leisure-pg	<input type="checkbox"/> •Goes with family. •Adult Day Center-volunteer or attend. •Leisure with family. •Friendly visitor. •Project Reassurance. (Call DOSS 548-7848)	<input type="checkbox"/> •Stays at home. •Friendly visitor or •Special needs visitor- Call DOSS 548-7848. •Project Reassurance. •Family takes turns calling
<u>NEED: MEDICAL EQUIPMENT/ SUPPLIES (pg 76)</u>		
<input type="checkbox"/> Need: •Raised toilet seat •Grab bars •Handheld showerhead •Ramp. •Lift Chair. Call DOSS 548-748	<input type="checkbox"/> •Cane •Walker •Wheelchair •Raised toilet seat •Grab bars •Handheld showerhead •Bed Pads (table pads) •Urinal •Bedpan-regular/Fracture Pan •Commode •Basket on walker for telephone Call DOSS 548-7848.	<input type="checkbox"/> Suggested Caregiving items: •Hospital Bed & pads- Call DOSS 548-7848. Lift Chair/Pads (table pads). Tissues & mouth swabs. Gowns/ cut shirts. Patient Lift- Unable to walk. Tears eye drops. Q-tips to moisten for nose. Humidifier-winter. Fan or A/C- summer. Straws/plastic glasses. Towels, pillows, small cloths. Toe/fingernail clipper and small basin-

		soak feet/hands. Lotion-for massages. Fever (ill) Ibuprofen/thermometer. Medical graph-track info. Gatorade-ER-dehydration. Antibiotic cream. Shampoo tray-inflatable. Lip balm.
<u>NEED: OXYGEN USE</u>		
<input type="checkbox"/> None	<input type="checkbox"/> Oxygen Mask/Cannula-prongs go into nose-gets dry-non-petroleum ointment	<input type="checkbox"/> •Oxygen 24-hours •Do not smoke •Elevate head •Ointment-nose/lips
<u>NEED: URINARY CONCERNS</u>		
<input type="checkbox"/> Continent Taking Diuretic-take at times of day to fit in	<input type="checkbox"/> Dribbles-Incontinent Briefs/Pads of various sizes and retention capabilities Frequent urination-See Urologist.	<input type="checkbox"/> •Incontinent-full brief day/nighttime retention •Moisture Barrier •Cream Wipes. •External or Foley Catheter •Benzalkonium. Chloride antiseptic towelette-clean catheter area. •Vinegar-rinse catheter & drainage bag •Retention of urine-self-catheterization
<u>NEED: SWALLOWING</u>		
<input type="checkbox"/> Able to swallow	<input type="checkbox"/> Difficulty Swallowing: Remind to do. •Thick It-makes liquids easier to swallow. •Sit up straight-use a straw •Cue to remind to do-words. •Cue-show sucking motion. •Give time to swallow	<input type="checkbox"/> Unable to swallow-get Doctor's order for Hospice Care (death is imminent-emotional caregiver support)
<u>NEED: BEHAVIOR CONCERNS (pg 65,67)</u>		

<input type="checkbox"/> None	<input type="checkbox"/> Acting out/Combative behavior•Call for Geriatric Assessment 928-7898. Call Psychiatrist involved-inform to get medication to become more cooperative. • Use of interactive videos-Call DOSS at 548-7878	<input type="checkbox"/> Violent. Request to go voluntarily to hospital-call ahead to Doctor. If refused, call 911 if dangerous to self or others.
<u>NEED: AMBULATORY</u>		
<input type="checkbox"/> You are able to walk.	<input type="checkbox"/> Unsteady: Use a cane or walker. •Use a wheelchair-conserve energy-enjoy outing-get Doctor's order-covered by Medicare-if walks only very, very short distance-ask for lightweight, arms that are removable when sitting still put feet on floor. •Call DOSS for assistance (262) 548-7848.	<input type="checkbox"/> Unable to walk. •Use Patient Lift-covered by Medicare-get prescription. • Hospital Bed-covered by Medicare-get prescription. Use •Alternating Bed Pad-Call DOSS 548-7848 Range of motion of neck, shoulders, arms, elbows, wrists, hands, fingers, hips, knees, ankles, feet, and toes. •Massage of pressure points on which the person was just lying •Keep linen and skin dry. •Check out ways to position a person in bed-pillow between legs and to support upper shoulder when on side and raise legs when on back.
<u>NEED: CONFUSION/ MEMORY CONCERNS (pg 28,67)</u>		
<input type="checkbox"/> Able to remember. Made out POA: Finance, Healthcare, Do not Resuscitate?	<input type="checkbox"/> Slight impairment: Makes appointment for Geriatric Assessment. (262) 928-7897 Get a baseline to use as memory declines	<input type="checkbox"/> Severe Memory Loss: •Make assessment appointment to see if competent. If refused call for report of Elder Abuse-Neglect if very dangerous setting-262-548-7848

<i>NEED: MEDICATION COSTS/CONCERNS</i>		
<input type="checkbox"/> Has coverage or co-pay	<input type="checkbox"/> Saint Joseph's Clinic will cover 50% if eligible. • Senior Care Call DOSS for application/directions and eligibility 548-7848. • Ask Doctor for samples. • Ask Doctor to prescribe to decrease the number of pills. • Call for Benefit Specialist appointment for other insurance questions-548-7848. •Canadian Programs: www.drugsavings.wi.gov •Have local pharmacy deliver.	<input type="checkbox"/> •Call DOSS Benefit Specialist for help 548-7848. •Medications set up for person by Nurse-family. •Use Medicine monitor Machine-Call DOSS 548-7848 or •Have pharmacy set up.
<i>NEED: POOR CIRCULATION</i>		
<input type="checkbox"/> No	<input type="checkbox"/> •Elevate legs often-no pooling of blood in feet. • Lift chair or lounge chair. •Cleanse feet and apply lotion. Do not soak if Diabetic. Care with nail care. Wear protective shoes. Wear appropriate shoes for weather-no freeze or excessive perspiration. Exercise and move joints. Walk	<input type="checkbox"/> •If open sores get Doctor's order for wound care by Home Health Care Co.-covered by Medicare. Alternating Pressure Pad-Call DOSS 548-7848. When healed-prevent them-check suggestions under "Needs Some Help" Lift-if can barely walk-lift mechanism is covered under Medicare-have to get a Doctor's order.

<i>NEED: FALLS</i>		
<input type="checkbox"/> Steady on feet Steady on feet-uses walker or cane	<input type="checkbox"/> Suggestions: •Walker-protects on 3 sides. •Take up scatter rugs. •Have good lighting. •Walk outside with someone. •Have an ER Alert system. What occurs when standing up? Check blood pressure. Eating? Low blood sugar? Drinking? Drinking enough? Confusing medications or time? Problems with Diabetes or Thyroid? Vision problems? Proper lighting? Feeling in feet? Amputated foot or partial? Home cluttered? Commode in bathroom? Raised toilet seat with rails. Shower or transfer bench. Confusion? 928-7898 for a Geriatric Assessment. Weak? Weight loss? WHY? Safe shoes? Wear shoes or socks only = very slippery! Incorrect clothing-pants too long Or ties on ground? Go to Doctor for a diagnosis-continue to go until there is one. Purchase a hip protector-Call DOSS 548-7848. Exercise-Range of Motion. Walk (not alone), Lift weights, Swim, Get a massage. Emergency Alert System. Carry mobile phone. Call police department to help person up.	
<i>NEED: HOUSING (pg 84, 87)</i>		
<input type="checkbox"/> Able to live alone in home or apartment	<input type="checkbox"/> •Able to live alone with services as necessary. • Live with relative-pay rent and Expenses. •If has finances-Assisted Living-up to \$3,000/mth PP! If finances-Community Based Residential Facility (CBRF)-24-hour Care in a family-like setting-up to \$3,000/mth PP. (When no more finances-have to move if can't pay cost.)	<input type="checkbox"/> •Live alone with 24-hour care-if able to find it. •Live with relative. •Live in a Nursing Home-check care given-some staffing problems exist.

<u>NEED: SEVERE CONDITIONS</u>			
		<input type="checkbox"/> Yes-bring in services to help	<input type="checkbox"/> If terminal and not having active treatment get Doctor's order for Hospice Care (if eligible Medicare will cover) and has around 6 months to live (may be signed up for another 6 months if necessary). Hospice has a team: RN manager, chaplain, SW, CAN, and volunteers for respite and can provide emotional support to carry out POA wishes and Grief counseling. There is a Hospice in home or in a facility-unique care to meet every need and person's wishes if possible (pg 59). Relief of pain to any degree if wished under Hospice Guidelines.
<p><u>NEED: BENEFIT SPECIALIST (pg 56, 57, 115)</u></p> <p>Call Department of Senior Services – Benefit Specialist at 548-7848. Complete Power of Attorney for Health Care and Finance (Advance Directives) Obtain forms from DOSS—Call 262-548-7848 There are no right or wrong answers-just one's wishes expressed in writing so one's wishes are followed when one is unable to speak For other concerns: Social Security, Medicare, Insurance, Financial, Housing, Taxes, Budget, Medication, Reverse Mortgage Counseling for Waukesha County residents only.</p> <p>*After this evaluation, have a family meeting (include all possible assistants) -Make a list of what the person is able to do safely -Make a list of the tasks the person is not able to do -Allow all involved to volunteer to assist with the tasks -Purchase the services of the tasks that remain -Check with the church and organizations in which the person was active -Check with DOSS if you have any questions 548-7848 -Call for a Community Options Program Assessment 548-7212 ***Explain the consequences of refusing assistance that is obviously needed***</p>			

<u>EMERGENCY</u>	CALL 911??
<p><u>Conditions which may require one to use the Emergency Service 911:</u></p> <ol style="list-style-type: none"> 1. Profuse BLEEDING - apply pressure to the site 2. Severe pain, a pressure-like feeling in the chest (In Dementia: frown, grimace, wide open eyes or eyes closed tightly, Crying, agitated, restless, wringing hands, clenching fists, moaning, no appetite, sleeplessness, disruptive, aggressive, refuses help/care, temp, pacing.) 3. Pain in abdomen (stomach area) 4. Shortness of breath, difficulty breathing, or NO BREATHING 5. Numbness, paralysis (unable to move a body part) 6. Possible fracture – shoulder, arm, leg, hip, ankle, etc. 7. After a fall 8. NO PULSE 9. Seizure 10. Passing (urine or stool) or vomiting blood 11. Face drooping or slurred speech or drooling <p><u>CALL 9-1-1 Immediately if you Experience Any of These Symptoms:</u></p> <ol style="list-style-type: none"> 1. Sudden numbness or weakness of the face, arm or leg, especially on one side of the body 2. Sudden confusion, trouble speaking or understanding 3. Sudden trouble seeing in one or both eyes 4. Sudden trouble walking, dizziness, loss of balance or coordination 5. Sudden, severe headache with no known cause <p>For More information Call 1-888-4-STROKE (1-888-478-7653) Or Visit www.strokeassociation.org</p> <p>In order to have the best outcome possible, victims of stroke need to be treated within three hours of the onset of symptoms. On average, most patients wait 22 hours to get help.</p>	

Always call 911 to report the death when it occurs at home:

Deceased with DNR orders:

EMTS call police department to notify of death. PD calls medical examiner's office. ME inquires about health conditions that could have caused death, attempts to locate next of kin, funeral instructions and physician that will sign death certificate. If all is in order, the ME leaves and family/responsible party contact funeral home for transport. If there is no apparent cause of death, there is evidence of trauma or injury to the deceased; the ME removes the body to the morgue for further investigation. The ME will also remove the body if the deceased is a "John Doe" without next of kin or funeral instructions.

Deceased without DNR orders:

EMTS will attempt CPR if there is any sign life. If resuscitation appears possible, the patient will be transported to the hospital as CPR continues. If CPR is unsuccessful and death results, the same procedure is followed as for death with a DNR order. If CPR is successful, the patient is transported to the hospital and subsequently dies, the family makes arrangements with the funeral home for transport. If there is no family, the deceased is removed to the hospital morgue until next of kin is located. No one is located; the deceased becomes a ward of the state.

Helpful Hints:

"To Keep Cool"

Your body has a unique ability to maintain its normal temperature whether it is hot or cold outside. The hotter and muggier the weather, the harder the body has to work to keep cool. The heart beats faster and sweating cools the body but depletes the body of water and minerals. One must not exercise strenuously because muscle creates 20 times more heat when at work than at rest.

1. Stay in air-conditioned building.
2. Drink 2 - 4 glasses of water every hour during outdoor work to prevent dehydration.
3. Wear light, loose clothing, a hat and use sunscreen as sunburn makes it difficult to shed heat effectively.
4. Avoid waterproof or gel based sunscreens in very hot weather unless in the water. They cause the sweat to slide off instead of evaporating which is the natural cooling mechanism of the body.

"To Keep Warm"

1. Wear layers of loose clothing - cover head & neck.

2. Stay dry - body & hair.
3. Bundle up when you go to bed - blankets, socks, long underwear.
4. Eat nourishing meals and warm drinks.
5. Avoid alcohol & caffeine.
6. Stay in touch with people - have someone call you daily.
7. Many drugs for high blood pressure, depression, nervousness, or sleeping often decrease one's body ability to keep warm.
8. When going outside wear mittens (not gloves), hat, warm coat with layers of clothes under it, more than 1 pair of socks and boots.

Weather conditions to be aware of:

Frostbite

Frostbite is damage to body tissue caused by freezing of the tissue. Frostbite causes a loss of feeling and a white or pale appearance in extremities, such as fingers, toes, ear lobes, or the tip of the nose. Get medical help immediately. If you must wait for help, slowly re-warm affected areas.

Hyperthermia

Hyperthermia is an acute condition resulting from excessive exposure to heat, it is also known as heat stroke. The homoeothermic regulatory mechanisms become overwhelmed and unable to effectively deal with the heat, and body temperature climbs uncontrollably. This is a serious medical emergency that requires immediate hospitalization.

Signs include increasing body temperature, dehydration and lack of sweating, seizures, collapse and decreased consciousness which proceeds rapidly to multi-organ failure and death as the brain 'cooks'.

Heat stroke comes on suddenly. Vigilance is required in order to prevent and treat this rapidly dangerous condition. The first and foremost symptom of a serious heat stroke is that the patient has stopped sweating. Because the evaporation of water is endothermic, body heat is taken away by the evaporation of sweat. When the body is no longer capable of sweating, core temperature will begin to rise immediately and swiftly. The victim will become confused, often hostile, and may seem drunk. The temperature must be lowered immediately; the victim must be hydrated by drinking water. Other substances may be used in

place of water if absolutely necessary; however alcohol and caffeine should be avoided at all costs.

Hypothermia

Hypothermia occurs when the body temperature drops too low. Warning signs include uncontrollable shivering, memory loss, disorientation, slurred speech, drowsiness, and apparent exhaustion. If a person's temperature is below 95°F (35°C), seek medical care immediately.

If medical care is not available, begin warming the person slowly. Get the person into dry clothing and wrap them in a warm blanket covering the head and neck. Do not give the person hot beverages or food; warm broth is better. Do not warm extremities (arms and legs) first. This drives the cold blood toward the heart and can lead to heart failure.

Overexertion

Cold weather puts an added strain on the heart. Exercise such as shoveling snow or pushing a car can bring on a heart attack or make other medical conditions worse.

“Caregiving”

Caregiving is a great responsibility and challenge. The Department of Senior Services offers to facilitate a family meeting and determine which tasks can be done by whom, which tasks can be done at no charge or a shared cost or private pay. This takes much of the stress off of the main caregiver and brings the family together with increased communication. Tasks include bathing, housekeeping (cleaning, laundry, refrigerator, and change bed linens), lawn & snow removal, transportation, getting & setting up medications; meals, nails, paying bills, repairs on house or car, etc.

Twelve Steps for Caregivers:

1. Although I cannot control the disease process, I need to remember I can control many aspects of how it affects my relative and me.
2. I need to take care of myself so that I can continue doing the things that are most important.
3. I need to simplify my lifestyle so that my time and energy are available for things that are really important at this time.

4. I need to cultivate the gift of allowing others to help me, because caring for my relative is too big a job to be done by one person.
5. I need to take one day at a time rather than worry about what may or may not happen in the future.
6. I need to structure my day because a consistent schedule makes life easier for my relative and me.
7. I need to have a sense of humor because laughter helps to put things in a more positive perspective.
8. I need to remember that my relative is not being “difficult” on purpose; rather that his/her behavior and emotions are distorted by the illness.
9. I need to focus on and enjoy what my relative can still do rather than constantly lament over what is gone.
10. I need to increasingly depend upon other relationships for love and support.
11. I need to frequently remind myself that I am doing the best that I can at this very moment.
12. I need to draw upon a Higher Power, which I believe is available to me.

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Remember to preserve a loved one's sense of self & self-worth and try to see the world around them as they might be seeing it but always take care of yourself! Nurture their spirit by offering a smile, giving a compliment, asking an opinion, patting someone on the back, sharing a hug, offering help and calling someone by name.

“Precautions to Protect Yourself Against Crime”

1. Do not converse with, or provide information to, unknown telephone callers.
2. Never prominently display or flash large amounts of money or valuables.
3. Never tell strangers or discuss in public the amount of money you have or what valuables you own.
4. Carry money in places other than purses or hip pockets.
5. When possible, travel in the company of others.
6. When walking or traveling in a car, choose busy and well-lit streets.

7. Avoid walking close to buildings, shrubs, alleys or anything that may provide an assailant a hiding place.
8. Avoid traveling, shopping or visiting in high crime areas.
9. Never open the door without knowing who is there. If a stranger is unable to produce proper credentials, the door should not be opened.
10. Keep all doors locked when in the home.
11. When in the yard or garden, lock the doors in the house.
12. Never leave the house without locking it up, including the windows.
13. When buying something or dealing with money, do not be distracted from the business at hand.
14. Carry your purse close to the body to discourage purse-snatchers.
15. Keep car doors locked when driving. Keep windows rolled up enough to prevent others from reaching inside.
16. When at stop signs, keep the car in gear.
17. Always lock the car when leaving it.
18. Never pick up a hitchhiker.
19. Avoid deserted areas (such as public restrooms or laundry rooms).
20. Be cautious about entering isolated areas (such as elevators and parking areas) when alone.
21. Make sure that effective locks are on all doors and windows.
22. Keep the area surrounding your home well lit.
23. Take special care of your house and car keys.
24. Attach no type of identification to your house or car keys.
25. Have locks reset when moving into a new residence.
26. Women living alone should use last name and initials in telephone directories or on mailboxes.
27. When leaving home for extended periods of time, plan to maintain your home's "lived-in" appearance, use timers.
28. Mark valuable possessions with an electric etching tool.
29. Be wary of financial or business opportunities that are "too good to be true". They usually are.
30. Sign no contract until a knowledgeable person, such as a lawyer or banker, has checked it.
31. Give no advance money to persons who come to the door and offer to perform home or yard services. Business transactions with traveling repairpersons should be avoided.

32. Avoid hiding house or car keys. Criminals know most of the hiding places.
33. Before entering a car, check to see if anyone is hiding in it.
34. When returning home, have your keys ready to open the door immediately.
35. Try not to keep a large amount of money or valuable items in the home.
36. Do not state your name on your answering machine message. "I am unable to answer the phone right now, please leave your name and number and I will get back to you as soon as possible."
37. Report any and all crimes or attempted crimes to the police.

ABUSE / NEGLECT / FRAUD OF OLDER PEOPLE

Department of Senior Services.....(262) 548-7828
(Waukesha County)**FAX (262) 896-8273**
1320 Pewaukee Road Room 130 **Waukesha** WI 53188

Service: Reports of elder physical, material or emotional abuse, neglect or self-neglect which do not occur in a licensed facility or a licensed home care agency are investigated. Callers who report abuse may choose anonymity.

Days/Hours: Mon - Fri (8am - 4:30pm) at other times, on weekends or holidays, call your local law enforcement agency.

**State of Wisconsin Board on Aging and Long-Term Care
Ombudsman(800) 815-0015**
819 N 6th St Rm 619 **Milwaukee** WI 53202

Service: Reports of improper treatment of older people and the disabled receiving long-term care in state-licensed agencies or facilities such as nursing homes and group homes will be investigated if the mistreatment is by an employee.

**Bureau of Disability & Elder Services Department of Health &
Family Services-(414) 227-5000**
Nursing Home Care Concern.....(414) 227-4908

**CBRF, Adult Family Home, Adult Day Care, Residential Care
Apt. Complex Care Concern.....(414) 227-4565**
.....(414) 227-4533
Service: Obtain information regarding any claims filed against a facility.

Veterans Office (Consumer Affairs)(202) 273-5770
Service: Concerns or complaints about services at VA facilities.

Veterans' Service Office.....(262) 548-7732
500 Riverview Ave **Waukesha** WI 53188
Service: Information, advocacy and assistance for veterans and their families concerning financial aid and other benefits.

ADVOCACY BENEFITS

AARP Membership.....(888) 687-2277
American Association of Retired Persons (also in Spanish)

Alliance for Retired Americans.....(888) 633-4435
ADD.....(800) 333-7212
Membership..... (888) 373-6497
Service: Advocacy for seniors nationwide. Provides current information legislation & policies affecting seniors.
www.retiredamericans.org

Bureau of Aging and Long Term Care Resources (BAL TCR)
.....(608) 266-2536
1 W Wilson St. # 450
P.O. Box 7851 **Madison** WI 53707
Service: State Office on Aging

Consumer Product Safety Commission.....(800) 638-2772
Service: Hotline for questions and complaints about hazardous consumer products and product recall information.

Division of Disability & Elder Services.....(414) 227-2005
Service: Handles licenses of CBRF & Adult Family Homes; certifies Adult Day Care and takes complaints on the above.

Fraud - Report of possible cases of fraud.....(262) 548-7117
Waukesha County Sheriff
Service: Call to report incident to be investigated.
OR contact your local police department where you live.

Gray Panthers.....(800) 280-5362
Service: Advocates health care, housing, safe environment, education and peace for the elderly.

Independence First.....(414) 291-7520, Ext 8331
Benefit Specialists for People Under 60.

IRS Taxpayer Advocate.....(877) 777-4778
Service: Advocates for taxpayers regarding Federal tax problems.

La Casa de Esperanza.....(262) 547-2856
410 Arcadian Avenue **Waukesha** WI 53186
Service: Advocacy for Hispanics in community

Medicare Plus Choice Information.....(877) 333-0202

Medicare Parts A and B(800) 633-4227

Medicare Fraud Investigation Hotline.....(800) 447-8477
Customer Service.....(414) 224-6000
Fraud Reporting..... (800) 633-4227
Out of Milwaukee Area (800) 558-1584
If you suspect fraud, or have any questions about the bill, call the Medicare carrier or intermediary who sent you the payment notice.
National Medicare Fraud Hotline.....(800) HHS-TIPS
.....(800) 447-8477

National Fraud Information Line.....(800) 876-7060

Office of the Commissioner of Insurance.....(800) 236-8517
123 E. Wilson Street PO Box 7873 **Madison** WI 53707-7873
Service: Regulates and enforces insurance laws, agent licensing.

Federal Trade Commission.....(202) 326-2222
For advertising & investment frauds and freedom of information act information. www.ftc.gov

Southeastern Wisconsin Area Agency on Aging

.....(262) 821-4444 or (877) 333-0202
.....Fax (262) 821-4445
125 N. Executive Drive Suite 102 **Brookfield** WI 53005

Department of Senior Services.....(262) 548-7828
(Waukesha County) 1320 Pewaukee Road Room 130
Waukesha WI 53188

Waukesha County Veterans Services.....(262) 548-7732
500 Riverview Avenue **Waukesha** WI 53188

Wisconsin Senior Olympics.....(262) 821-4444
.....(877) 333-0202
.....Fax (262) 821-4445
125 N Executive Drive #102 **Brookfield** WI 53005
aging@execpc.com
Operating Agency: **Southeastern WI Area Agency on Aging, Inc**
Eligibility: 50 years and over

Women's Center, Inc......(262) 547-4600
Legal Advocacy Project.....(262) 547-4600
.....Fax (262) 522-3882
726 N East Avenue **Waukesha** WI 53186
Service: Assists women in obtaining restraining orders, some attorney referrals, counseling, employment counseling, and shelter for victims of domestic violence and sexual assault. Support group for grandparents parenting grandchildren plus respite.

CAREGIVERS

Adult and Aging Resources ProHealth Care
Oconomowoc Memorial Hospital.....(262) 569-9400
Waukesha Memorial Hospital.....(262) 928-4337
Service: Information and assistance to adults and seniors.

Alzheimer's Association of Southeastern Wisconsin
6130 W. National Ave. Milwaukee WI 53214
.....(414) 479-8800 or (800) 922-2413
www.alzheimers-sewi.org
Service: 6-week caregiver training and various support groups.

American Association of Retired Persons.....(202) 434-2277
Children of Aging Parents.....(800) 227-7294
Web address: <http://www.caps4caregivers.org>
Provides caregivers with information referrals, and a network of support groups.

Caregiving Online <http://www.caregiving.com>
This website offers online support through a newsletter

Careguide.com <http://www.careguide.com>
This website is a personal resource for caregivers

Eldercare Locator.....(800) 677-1116
This is a nationwide service for finding area agencies on aging. These agencies can help you find services such as adult day care, home aids, and social workers in your area.

Empowering Caregivers <http://www.care-givers.com>
Get an online caregiver newsletter

National Administration of Aging.....(202) 619-0724
Web address..... <http://www.aoa.gov>

National Caregiving Foundation.....(800) 930-1357
Offers advice on all aspects of caregiving.

National Family Caregivers Associations.....(800) 896-3650
Provides resource referrals and information for caregivers.

Senior Service, Waukesha Co. Dept of.....(262) 548-7848
-Senior Services Caregiver Resource Library
Service: Books, tapes & printed material on all caregiving issues. Are loaned on a monthly basis. Can be mailed to the caregiver's

home. Topics include Alzheimer's, Stroke, Parkinson's, Mental Health and general caregiver needs. **Call Waukesha County Dept of Senior Services.(262) 548-7828**

-Monthly Caregiver Newsletter, Call office to be placed on the mailing list.

-Taking Care of You Training-Powerful Tools for Caregiving
Powerful Tools For Caregiving is a six-week curriculum that helps caregivers build effective communication skills, reduce personal stress, set important and realistic goals, learn how to make tough decisions, and communicate effectively with medical staff. Call for details and times

-Grandparents/Raising and Nurturing Dependent Children Newsletter Offering support and information.

The Caregivers Handbook: Assisting both caregivers and care receiver.....

<http://www.acsu.buffalo.edu/~drstall.hndbk0.html>

Care Planner/Senior Care Web..... <http://www.careplanner.org>

Well Connected ProHealth Care

Waukesha and Oconomowoc Memorial Hospital

.....**(262) 928-4337**

Service: Information and assistance to adults and seniors.

The Well Spouse Foundation.....(800) 838-0879

Web address..... <http://www.wellspouse.org>

CONSUMER ASSISTANCE

AARP Tax Aide Program: A service provided in cooperation with the federal IRS.

Service: Assistance in completing tax forms at many sites in Waukesha County from February 1-April 15.

Cost: No charge. **Eligibility:** Low to moderate-income senior citizens. **Intake:** Contact Department of **Senior Services** at **(262) 548-7848** for location in your community.

Better Business Bureau serving WI.....(414) 847-6000

Service: Combat consumer fraud – complaints and reports on companies

Consumer Information Center

P.O. Box 100 Pueblo, CO 81009

Service: Lists of federal government publications about autos, health, food, money, management, nutrition, housing, employment, and education.

Consumer Credit Counseling Services(414) 482-8801

414 W. Moreland Blvd **Waukesha** WI 53186

Service: Debt management - acts as mediator between client and creditors. Budget & financial counseling.

Covenant Health Care – Covenant VIP.....(262) 785-2291

19333 W North Avenue **Brookfield** WI 53005 (Elmbrook Hosp)

Service: Sorting through bills, newsletters, script save cards, other discounts programs, Lifeline and medical equipment, health education, health screening and advisors to link with assistance.

WI Department of Revenue Waukesha..... (262) 521-5310

141 NW Barstow Room 158 **Waukesha** WI 53188

WI Department of Revenue(414) 227-3883

Homestead & Income Tax Credit Inquiries

Internal Revenue Service.....(800) 829-1040

.....**TTY/TDD (800) 829-4059**

.....**Fax (703) 368-9694**

Milwaukee IRS office.....(414)297-1662

www.irs.gov for information & forms

Lawyer Referral & Information Services State Bar of

Wisconsin.....(800) 362-9082

Office of Consumer Protection and Citizen Advocacy
.....(800) 422-7128
Service: Provide information and referrals for consumer complaints, i.e., fraud. The Agency contacts business and performs arbitration and mediation.
Waukesha County Medical Society.....(262) 695-7412

Tired of telemarketers calling you?

Add Name to the National No Call list:.....(866) 966-2255
<https://www.donotcall.gov>

Telephone Preference Service

Service: To remove name from calling lists. We have 3 ways to register for TPS -- postcard or letter mail-in option, online mail-in option and online. Consumers must register with TPS directly; second-party requests and bulk requests cannot be processed. For the integrity of the TPS file, we need to verify that the person making the request is actually who they say they are. If done in writing, this is accomplished by receiving the consumer's signature. Over the Internet, the credit card allows us to authenticate the person making the request, and a nominal fee is charged for faster service.

1. Postcard or Letter Mail-in Option (Free)

There is no charge for registering by mail. However, registering by mail may delay for a month or so inclusion in the TPS file because this requires time to manually add this data to the service. Please send a postcard or letter that includes your name, home address, home telephone number (with area code) and signature to us at:

Telephone Preference Service
Direct Marketing Association
PO Box 1559
Carmel, NY 10512

2. Online Mail-in Option (Free)

3. Complete Online Option (\$5 Charge)

<http://www.dmaconsumers.org/>

Mail Preference Service

Service: To remove name from all 3rd class mailing lists.

How to register for MPS

There are 3 ways to register for MPS -- postcard or letter mail-in option, online form mail-in option, and online. Consumers must register with MPS directly; second-party requests and bulk requests cannot be processed. For the integrity of the MPS file, we need to verify that the person making the request is actually who they say they are. If done in writing, this is accomplished by receiving the consumer's signature. Over the Internet, the credit card quickly authenticates the person making the request; a nominal fee is charged for this faster service.

1. Postcard or Letter Mail-in Option (Free):

There is no charge for registering by mail. However, registering by mail may delay for a month or so inclusion in the MPS file because this requires time to manually add this data to the service. Please send a postcard or letter that includes your name, home address, and signature to us at:

Mail Preference Service
Direct Marketing Association
PO Box 643
Carmel, NY 10512

2. Online Mail-in Option (Free)

3. Complete Online Option (\$5 Charge)

<http://www.dmaconsumers.org/cgi/offmailinglistdave>

Mail Preference Service - Direct Marketing Association

P O Box 9008, Farmingdale NY 11735

Service: To remove name from all 3rd class mailing lists.

COUNSELING

The Addiction Resource Council(262) 524-7921
ARC's Emergency Line.....(262) 524-7920

.....Fax (262) 524-7932

W228 N683 Westmound Dr **Waukesha** WI 53186

Service: Prevention, intervention, education and support for recovery, outreach.

Catholic Charities.....(262) 547-2463
741 N Grand Ave Ste 210 **Waukesha** WI 53186
Service: Individual and family counseling available for older adults, their families and caregivers.

Behavioral Medicine Center(262) 544-2396
.....**FAX (262) 544-1213**
725 American Avenue Waukesha, WI 532188
Services: Psychiatry, psychotherapy and counseling services for older adults – behavior is a primary concern.
Emergency Assessment & Referral.....(262) 928-4036

Current Clinical Trials Program of Rogers’s Memorial Hospital
.....(877) 676-6600
11101 West Lincoln Avenue **West Allis** WI 53227
Services: Clinical trials or psychiatric medicine scheduled throughout the year-call for current research trials.

Grief Counseling - Dept. of Senior Services(262) 548-7828

La Casa Outpatient Clinic.....(262) 928-4402
210 NW Barstow St #110 **Waukesha** WI 53186
Service: Provide individual, group and family therapy, chemical dependency therapy & HIV prevention case management.
English/Spanish

First Call for Help.....**211 OR (262) 547-3388**
.....**Fax (262) 547-1609**
Service: Provides telephone counseling for emergencies, crisis and suicide intervention, 24-hours a day, 7 days a week. Can offer phone services in other languages, including Spanish.
Cost: No charge.

Mental Health Center.....(262) 548-7950
.....**Fax - (262) 896-8046**
1501 Airport Road **Waukesha** WI 53188
Services: Inpatient services.

National Alliance for Mentally ill (NAMI).....(262) 524-8886
.....**Fax – (262) 547-1321**
217 Wisconsin Avenue #311 **Waukesha** WI 53186

The HELP Center-Mental Health Association...(262) 547-3388
.....**Fax (262) 896-8046**
1501 Airport Road, Waukesha WI 53188
Service: A program, which provides free short-term counseling (3 to 5 sessions) to assist one in identifying specific problems, assessing them, and determining solution options. Referrals and connections to community resources based on identified options are available.

Waukesha County Dept Of Health & Human Services Mental Health Clinic(262) 548-7666
.....**Fax (262) 548-7656**
500 Riverview Ave **Waukesha** WI 53188
Service: Waukesha County Department of Health and Human Services provides outpatient, emergency outpatient, community support program, psychiatric day treatment and inpatient mental health services. Call **548-7666** for a mental health intake worker 8:00 a.m. - 4:30 p.m. to answer questions and help find the right services to meet your needs. After hours and on weekends call **547-3388** for crisis intervention assistance. The Waukesha County Mental Health Center is located at 1501 Airport Road, Waukesha, WI 53188.

Inpatient Services: treats individuals in need of hospital care in order to stabilize symptoms, adjust medication as needed and return to the community safely.

Community Support Program (CSP): provides treatment, rehabilitation, outreach and support services to adults with a long-term mental illness. Program goals include reducing incidence of inpatient stays and improving the person’s quality of life in the community. A case manager coordinates support services and assists in the management of the client’s mental illness.

Psychiatric Day Treatment: is a highly structured outpatient program serving clients with major mental illness. It provides a wide range of group therapies, psychiatric services and medication management. Case management services assist the client in the development of an individualized treatment plan.

Day treatment contracts with a variety of agencies to meet individual client needs.

Outpatient Clinic: located at 500 Riverview Avenue, provides mental health and AODA services to individuals of all ages including individual, group and family therapy, psychiatric evaluation, consultation and medication management, emergency mental health assessment and case management services.

Call (262) 548-7666.

Fee Information: Costs are covered by a variety of sources, sometimes more than one: Medicare, Medicaid, private insurance, HMOs, Medical assistance and patient fees.

Waukesha County Mediation Center.....(262) 544-1647
414 W Moreland Blvd Rm 204 **Waukesha** WI 53188

Service: Types of disputes: small claims, neighbor problems, domestic problems, juvenile disputes, consumer/merchant, workplace, victim/offender, business disputes and landlord/tenant problems. Community problems

Fee: Depends on type of case.

Women & Families Psychotherapy Resources, Inc
.....(262) 542-0123
626 W Moreland Blvd **Waukesha** WI 53188

Service: Psychotherapy for families & older adults. Home visits are available.

Women's Center.....(262) 547-4600
505 N East Av. **Waukesha** WI 53186

Service: The Women's Center Family Support Project offers:

Grandparents Parenting Again: This is a support group for grandparents who are parenting their grandchildren. This Free, ongoing group offers support and encouragement in meeting daily challenges. The group meets every Thursday from 1:00 to 3:00 PM. (262) 547-0633

Respite Child Care: This gives grandparents or relatives living in Waukesha County a break during stressful times or in a crisis or emergency situation. It is a free, short-term service that uses certified licensed daycare and foster-care homes.

EDUCATION

AARP 55 Alive and Tax Aid.....(888) 227-7669
Local course information

Carroll College.....(262) 524-7373
100 N. East Avenue **Waukesha** WI 53186

Covenant Health VIP Senior Program.....(414) 447-3850
(Vitality and Independence Program)
5000 W Chambers **Milwaukee** WI 53210
Service: Free information on medical concerns.

Elderhostel State of WI..... (877) 426-8056
.....**FAX - (877) 426-2166**
10144 N. Port Washington Road Mequon WI 53092
www.elderhostel.org

Service: Non-profit organization that sponsors education programs for people over 55. Call for catalogue. This program is an on-campus experience for elders. Group living study experience during weeklong courses. Free time and planned activities in the classroom.

Elmbrook Church.....(262) 786-7051
777 S Barker Road **Brookfield** WI 53045

Service: Senior seminars: Classes on a variety of subjects of interest to senior adults.

Cost: No charge for classes. Optional lunch charge.

Intake: Call to register. Classes held Fridays (other than first) from 10-12 noon.

Service: First Friday Fellowship. Varied programs for senior adults followed by a fellowship lunch.

Cost: \$5

Intake: Call for reservation. (262) 796-5728

Service: Fitness program Monday, Wednesday & Friday from 9 - 10 am. Walking, range of motion and low impact exercise.

Cost: No charge.

Intake: Walk-in slowly/Walk out energetically.

Hispanic Resource Center.....(262) 928-4181
210 NW Barstow Street, #109, Waukesha, WI 53186

Literacy Council of Greater Waukesha.....(262) 547-7323
217 Wisconsin Avenue #16 **Waukesha** WI 53186

Learning in Retirement Program.....(262) 695-3473

University of Wisconsin Extension.....(262) 548-7770
1320 Pewaukee Road **Waukesha** WI 53188

University of Wisconsin – Waukesha.....(262) 521-5460
1500 University Drive **Waukesha** WI 53188

Waukesha County Technical College (WCTC)...262) 691-5566
800 Main Street **Pewaukee** WI 53072

WCTC - Community Education..... (262) 691-5578

YMCA.....(262) 542-2557
320 E. Broadway **Waukesha** WI 53186

Call Local Hospitals for their schedule of classes.

EMPLOYMENT

AARP (American Assoc. of Retired Persons) (202) 434-2277
Publications regarding the older worker.

Great Lake ADA & Accessible IT Center..... (800) 949-4232
Disability in Business Technical Assistance Center

Equal Employment Opportunity Commission...(800) 669-4000
(EEOC) Enforces the Americans with Disabilities Act (ADA).
Provides information on vocational rehabilitation.

Job Accommodation Network.....(800) 526-7234
Explains rights under ADA and work accommodation possibilities.

Wider Opportunities for Women (WOW).....(202) 464-1596

Women Work!.....(202) 467-6346
Service: Assists in education, training and employment for women of diverse backgrounds.

Division of Vocational Rehabilitation.....(262) 548-5850
Waukesha State Office Building
141 NW Barstow St #157 **Waukesha** WI 53188
Service: Evaluation, counseling, training and placement services for jobseekers that are disabled; assist elderly in adapting to different disabilities.

Equal Employment Opportunity Commission..(800) 669-3362
Service: Publications regarding employment discrimination.

Goodwill Industries (VETAP).....(262) 970-6011
Service: Vocational education, training & placement for persons referred by Waukesha County Mental Health Clinic.

Independence First - Support for all persons with a disability..... (414) 291-7520
Service: Assistance with employment issues only in Ozaukee, Washington, Milwaukee & Waukesha counties.

Workforce Development Center.....(262) 695-7800
Wisconsin Job Information Service
892 Main Street **Pewaukee** WI 53072
Service: Source of directory that lists services available to job seekers, including resume writing, skills assessment, interviewing techniques and more. Also includes opportunities for seniors 55 years and older.

WIA - Kaiser Employment Center..... (262) 695-7920
Workforce Development Center
892 Main Street **Pewaukee** WI 53072
Service: Assist low income, dislocated employees and public assistance recipients in job training.

Waukesha Training Center.....(262) 547-6821
300 S Prairie Avenue **Waukesha** WI 53186
Service: Employment for persons with disabilities.

FAMILY SUPPORT SERVICES

Adult Day Centers

* Under DOSS contract for Adult Day Center Services
All these Waukesha Adult Day Centers offer the following services:

- State Certified facilities
- Medication supervision and/or administration
- Personal grooming, bathing (whirlpool at select centers), hair and nailcare
- Nutritious noon meals and healthy snacks
- Wide variety of individualized and stimulating activities (music, art, pets)
- Social interaction and reminiscence
- Physical and mental stimulation
- Quiet, comfortable areas for resting
- Cost-effective fees
- Caregiver resource library, education and support
- Transportation information
- Financial assistance-call for eligibility

Care-Age of Brookfield.....(262) 821-3939
.....Fax (262) 821-3944
1755 N Barker Road **Brookfield** WI 53045 (Open 24 hours a day)

***Catholic Charities Adult Day Services and Resource Center**
.....(262) 782-0740
.....Fax (262) 782-0024
13700 W National Ave **New Berlin** WI 53151 (7 am – 5 pm M-F)

Catholic Charities Best of Friends Club.....(262) 547-2463
1755 N Calhoun Rd **Brookfield** WI 53005 (9 am –2 pm Tues/Fri)
(Not a Certified Adult Day Program)

***The Caring Place**.....(262) 542-6388
.....Fax (262) 542-4660
810 N East Ave **Waukesha** WI 53186 (7:30 am – 5 pm M-F)

***Curative Senior Care Center**.....(262) 574-9147
.....Fax (262) 574-1058
149 Wisconsin Avenue **Waukesha** WI 53186 (7 am – 6 pm M-F)

***Lutheran Social Services
Greater Menomonee Falls Adult Day Services**... (262) 251-9406
.....Fax (262) 251-3246
W180 N7863 Town Hall Rd **Menomonee Falls** WI 53051
(Located in Gloria Dei Lutheran Church) (7:30 am –4:30 pm M-F)

***Lutheran Social Services Waukesha Adult Day Center**
.....(262) 896-3443
.....Fax (262) 896-3450
W226 N555A Eastmound Dr **Waukesha** 53186 (7 am –5 pm M-F)

***Oconomowoc Adult Day Center** (7 am – 5 pm M-F)
869 E Summit Ave **Oconomowoc** WI 53066.....(262) 569-0486
.....Fax (262) 569-0413
849 E Summit Ave **Oconomowoc** WI 53066.....(262) 569-0432
.....Fax (262) 569-0349

Shorehaven Adult Day Center.....(262) 567-8341
.....Fax (262) 567-0273
1306 W Wisconsin, **Oconomowoc** 53066 (8 am –4:30 pm M-F)

Veteran Affairs Adult Day Health Center.....(414) 384-2000
.....X 41970
5000 W National Avenue, **Milwaukee** WI 53295

Home Health Care (Personal Care)

Home Health Care agencies offer a range of services to assist in caring for someone at home. These services vary from agency to agency and may include light house cleaning, personal care/ bathing, meals and nutrition counseling. Please call the respective agencies for details on their services, (costs, minimum hours, staff experience, ect.)

ADL Corp......(262) 363-4400
.....Fax (262) 363-3199
318 N. Rochester Street, **Mukwonago** WI 53149

ANS of Milwaukee.....(414) 481-9800

Aurora Visiting Nurse Assoc. of WI (VNA)..... (414) 327-2295
.....Fax (414) 328-4496
11333 W National Ave **Milwaukee** WI 53227
www.AuroraHealthCare.org

Covenant Home Health Care & Hospice.....(262) 780-4200
.....Fax (414) 535-6902
9688 W Appleton Avenue **Milwaukee** WI 53225

Curative Care Network(262) 574-9147
..... Fax (262) 574-1058
149 Wisconsin Ave **Waukesha** WI 53186

Heartland Home Health Care & Hospice.....(262) 641-6620
.....Fax (262) 641-6624
13255 W Bluemound Rd #100 **Brookfield** WI 53005

Home Instead Senior Care (Waukesha)
.....(262) 436-4663
.....Fax (262) 436-5262
2422 N. Grandview Blvd., #204 **Waukesha** WI 53188

Home Instead Senior Care – (Greenfield)
.....(414) 281-2273
.....Fax (414) 281-2280
7406 W Layton Av. #A **Greenfield** WI 53220

Horizon Home Care & Hospice Inc......(414) 365-8300
.....Fax (414) 365-8336
8949 N Deerbrook Trail **Brown Deer** WI 53223

Lake Country Home Care.....(262) 567-6373
37518 Valley Road, Unit B, **Oconomowoc** WI 53066

LS Professional Comfort Homes, Inc......(262) 781-0448
.....Fax (262) 781-1307
14665 W Lisbon Rd Suite 1B **Brookfield** WI 53005

Lutheran Social Services.....(262) 896-3444
.....Fax (262) 896-3450
W226 N555 A Eastmound Drive **Waukesha** WI 53186
Preferred Home Health Services.....(414) 774-3901
.....Fax (414) 774-0356
10919 W. Bluemound #201 **Milwaukee** WI 53226

Quality Living Services.....(262) 524-8855
.....Fax (262) 524-3966
1013 Canterbury Lane **Waukesha** WI 53188

St. Camillus Supportive Home Services.....(414) 259-6333
.....Fax (414) 259-4534
10101 W Wisconsin Avenue **Wauwatosa** WI 53226

Visiting Angels.....(262) 695-4418
.....Fax (262) 695-7461
146 Park Avenue **Pewaukee** WI 53072

Community Options Program - Health & Human Services
.....(262) 548-7212 or (262) 548-7215

Service: This program matches a person's long-term care needs with the best community services available to meet those needs. An assessment is first conducted to identify how many of these needs can be met by his/her own informal support system and by outside sources. Based upon the assessment and available resources, recommendations can be made to stay in one's home or in another community setting. Financial assistance may be available based on eligibility.

Cost: No charge for assessment or individual plan.

Service: Supportive Home Care provides limited services for people who need minimal to moderate assistance to live independently at home.

Intake: Call for details and further information.

This listing is of agencies serving Waukesha County. For information on other agencies, call the Waukesha County Department of Senior Services at 548-7828.

Chore Services

Elmbrook Church.....(262)786-7051
777 S Barker Rd **Brookfield** WI 53045

Health and Human Services.....(262) 548-7212
Community Options Program

Helping Hands Service Lutheran Homes of Oconomowoc
.....(262) 567-8341 Ext. 1170
1306 W Wisconsin Avenue **Oconomowoc** WI 53066

House Doctors - Small Home Repairs.....(262) 780-4545
1810 Calhoun Rd **New Berlin** WI 53151

Interfaith Caregiving Network Inc......(262) 549-3348
..... Fax (262) 549-0436
210 N.W. Barstow #101 **Waukesha** WI 53188
Service: Volunteers donate services such as window washing,
snow removal, leaf raking, grocery shopping, storms and screens,
lawn mowing, errands, friendly visitor and transportation to assist
older persons to remain in their residence.
Intake: Call for details.

SAYES.....(262) 860-8720
13750 W. National Ave **New Berlin** WI 53151
Service: Voluntary youth group organized to assist elderly with
chores.

Clothing / Personal Goods

Department of Health & Human Services.....(262) 548-7212
500 Riverview **Waukesha** WI 53186

Cooperating Congregations of Waukesha Cnty (262) 549-8726
401 W Main Street **Waukesha** WI 53186

Cooperating Churches of Sussex.....(262) 246-9860
AKA **Sussex** area Outreach Services (**SOS**)
N63 W23626 Silver Spring Drive **Sussex** WI 53089

Goodwill Industries.....(262) 547-5023
1400 Nike Drive **Waukesha** WI 53186

Lake Country Caring.....(262) 646-5679
418 Main Street **Delafield** WI 53018

North Lake Food Pantry and Clothes Closet... (262) 966-2191
W314 N7462 Hwy 83 **North Lake** WI 53064

St. Vincent De Paul Society of Waukesha.....(262) 547-3281
305 East Main Street **Waukesha** WI 53186

Shoppe on Grand.....(262) 547-9528
140 N Grand Avenue **Waukesha** WI 53186

Emergency Alert Services

ADT Companion Alert.....(262) 821-4444
Southeastern WI Area Agency on Aging
Through SEWAAA

Carelink Emergency Response.....(800) 525-6237
Service: Emergency monitoring system by **Healthcom**.

Direct Link.....(262) 695-3900
131 E. Wisconsin Ave. #101 **Pewaukee** WI 53072
Service: Help at the touch of a button. Home emergency
monitoring
Intake: Call for details

Lifeline.....(888) 669-2273
Service: A personal emergency response system attached to the
subscriber's telephone. During an emergency, the subscriber
pushes a button and a Lifeline communicator dials the phone and
sends an emergency signal to a 24 hours monitoring system.
Intake: Call for details.

Midwest Security & Fire, Inc.

Midwest Medical Alarms.....(414) 727-1946
.....Fax (414) 727-1948

9733 W. Greenfield Avenue, Ste 202, West Allis WI 53214

Service: Caregard - A personal/medical emergency response system that offers "round the clock protection."

Intake: Call for details

Response Link of Southeastern Wisconsin.....(262) 780-0848

Medication and health test reminders, and check-in-monitoring.

Project Reassurance

Oconomowoc Hospital ("Tele-Care").....(262) 569-0293
Interfaith (Waukesha County)

Phone reassurance – reminders (ie medications, wake up calls)

.....(262) 549-3348

Hartland Police & Fire Department (Village of Hartland residents).....(262) 367-2323

Waukesha Fire Dept (participant calls).....(262) 524-3657

Service: A daily phone contact program for older people.

Intake: Programs may differ; call for details.

Protective Services and Guardianships.....(262) 548-7212

Waukesha County Department of Health & Human Services

500 Riverview Ave **Waukesha** WI 53188

Service: Assistance for adults in need of supportive or protective services to ensure their own safety and well-being.

Intake: Call for more details.

Vial of Life - American Red Cross.....(262) 542-6672

2220 Silvernail Rd **Pewaukee** WI 53072

Service: A means to provide medical and drug information to paramedics and Emergency Medical Technicians. A card provided to an older person for listing the medical information is placed in a vial, which is kept in the refrigerator for paramedics and Emergency Medical Technicians during an emergency.

Intake: Call for details.

Call Department of Senior Services for more information

.....(262) 548-7848

Homemaker Services

Homemaker Services may include light housekeeping and cleaning, meal planning, cooking and laundry. Services and costs vary with each agency. Please call for details (minimums).

ADL Corporation.....(262) 363-4400

.....Fax (262) 363-3199

318 N Rochester Street **Mukwonago** WI 53149

Catholic Charities.....(262) 547-2463

.....Fax (262) 547-8002

741 N Grand Ave, #210 **Waukesha** WI 53186

Covenant Home Health.....(414) 535-7070

9688 W Appleton Avenue **Milwaukee**, WI 53225

Curative Care Network.....(262) 574-9147

.....Fax (262) 574-1058

149 Wisconsin Avenue **Waukesha** WI 53186

Grand Assistance.....(262) 567-2055

39677 Mary Lane **Oconomowoc** WI 53066

Helpmates Home Health Services.....(262) 547-6719

.....Fax (262) 547-9218

222 Park Place **Waukesha** WI 53186

Home Helpers (Non-medical in-home care).....(262) 695-7717

.....Fax (262) 695-1683

131 E. Wisconsin Ave. #101 **Pewaukee** WI 53072

Home Instead Senior Care.....(262) 436-4663

.....Fax (262) 436-5626

2422 N Grandview Blvd #204 **Waukesha** WI 53188

Horizon Home Care & Hospice.....(414) 365-8300 Ext. 271

.....Fax (414) 365-8334

8949 N. Deerbrook Trail **Brown Deer** WI 53223

Interfaith Caregiving Network.....(262) 549-3348
.....Fax (262)549-0436
210 N.W. Barstow **Waukesha** WI 53188

Lake Country Home Care.....(262) 567-6373
423 Charles St **Oconomowoc** WI 53066

Quality Living Services.....(262) 524-8855
.....Fax (262) 524-3966
1013 Canterbury Lane **Waukesha** WI 53188

Rent A Daughter, LLC.....(414) 479-0029
.....Fax (414) 479-0144
10125 W North Avenue **Wauwatosa** WI 53226

Right At Home.....(414) 475-6999
.....Fax (414) 475-6787
10625 W North Av **Milwaukee** WI 53226

St. Camillus Supportive Home Services.....(414) 259-6333
.....Fax (414) 259-4534
10100 W Bluemound Road **Wauwatosa** WI 53226

Visiting Angels.....(262) 695-4418
.....Fax (262) 695-7461
146 Park Avenue **Pewaukee** WI 53072

Respite Care (Caregiver Assistance)

Respite or relief time for a caregiver is possible when the individual who is being cared for is temporarily placed under someone else's care. This care can be short-term or occasional and is available in several forms: in-home care, adult day care or residential-based care. For details on these options and possible financial assistance, call the Waukesha County Department of Senior Services at 548-7828.

In-Home Respite Agencies

ADL Corporation.....(262) 363-4400
.....Fax (262) 363-3199
618 N Rochester Street **Mukwonago** WI 53149

Caring Angels.....(262) 814-1884
.....Fax (262) 814-1848
13700 W National Avenue #228 **New Berlin** WI 53151

Catholic Charities.....(262) 782-0740
.....Fax (262) 782-0024
13700 W National Avenue **New Berlin** WI 53151

Curative Care Network.....(262) 574-9147
.....Fax (262) 574-1058
149 Wisconsin Ave **Waukesha** WI 53186

Heartland Home Health Care & Hospice.....(262) 641-6620
.....Fax (262) 641-6624
13255 W Bluemound Rd Suite 100 **Brookfield** WI 53005

Helpmates.....(262) 547-6719
.....Fax (262) 547-9218
222 Park Place **Waukesha**, WI 53186

Home Helpers.....(262) 695-7717
.....Fax (262) 695-1683
131 E Wisconsin Avenue, Suite 101 **Pewaukee**, WI 53072

Home Instead Senior Care.....(262) 436-4663
.....Fax (262) 436-5626
2422 N Grandview Blvd #204 **Waukesha** WI 53188

Home Instead Senior Care – (Greenfield)
.....(414) 281-2273
.....Fax (414) 281-2280
7406 W Layton Av. #A **Greenfield** WI 53220

Horizon Home Care & Hospice
.....(414) 365-8300 or (800) 468-4660
Hospice.....Fax (414) 365-8334
Administration.....Fax (414) 365-8328
8949 N Deerbrook Trail **Brown Deer** WI 53223

Interfaith Network for Volunteer Caregivers.....(262) 549-3348
.....**Fax (262) 549-0436**
210 NW Barstow #101 **Waukesha** WI 53188
(No hands on)

LS Professional Comfort Homes.....(262) 781-0448
.....**Fax (262) 781-1307**
14665 W Lisbon Road Suite 1B **Brookfield**, WI 53005

Right At Home.....(414) 475-6999
.....**Fax (414) 475-6787**
10625 W North Av **Milwaukee** WI 53226

Visiting Angels.....(262) 695-4418
.....**Fax (262) 695-7461**
146 Park Avenue **Pewaukee** WI 53072

(Homemakers, Respite Care, and Healthcare)

In-County Respite Facilities

The Arboretum.....(262) 253-0909
W180 N7890 Town Hall Rd **Menomonee Falls**, WI 53051

Birchrock Corners.....(262) 363-9076
Mukwonago

Brookfield Gardens.....(262) 789-7499
.....**Fax (262) 548-1424**
60 Woefel Road **Brookfield** WI 5305

Country Castle Home.....(414) 607-1010
4 locations: **Greenfield, West Allis, and Hales Corners**

Camelot Home(414) 817-9188
4900 S68th Street **Greenfield** WI 53220

Emerald's Castle.....(414) 424-0227
11125 W Layton Avenue **Greenfield** WI 53220

Castle Gardeners.....(414) 529-8558
5900 S92nd Street **Hales Corners** WI 53130

West Allis Castle.....(414) 607-3776
1234 S112th Street **West Allis** WI 53214
*** Before sending a Fax Please Call the number above to let them know.**

Christian Family Care Homes, Inc.....(262) 547-9550
.....**Fax (262) 547-9575**
3 Locations in Waukesha: Michigan Street. Green Valley Drive,
and Manhattan Drive

Congregational Home: Brookfield.....(262) 781-0550
.....**Fax (262) 781-0559**
3150 Lilly Road **Brookfield**, WI 53005

Fairview Homes.....(262) 786-5900
6 Locations:
Fairview Elm Grove Place-12 beds
260 S Elm Grove Road **Brookfield**, WI 53005
Fairview House-8 beds
1820 W Moor Terrace **Elm Grove**, WI 53122
Fairview Meadows-8 beds
2310 Hillsdale Drive East **Brookfield**, WI 53005
Fairview Manor-10 beds
N51 W16244 Fair Oak Parkway **Menomonee Falls**, WI 53051
Fairview Forest Grove-8 beds
13800 Forest Grove Road **Brookfield**, WI 53005
Fairview Hawthorne Court-8 beds
470 Scarlett Hawthorne Court **Brookfield**, WI 53045

Golden Oaks Home-New Berlin.....(262) 544-1189
.....**Fax (262) 544-5420**
21600 W Cleveland Avenue **New Berlin**, WI 53146

Linden Grove Health Care Center-Waukesha.....(262) 524-6400
.....**Fax (262) 524-9233**
425 N University Avenue **Waukesha** WI 53188

Linden Grove Health Care Center-New Berlin... (262) 796-3660
.....**Fax (262) 796-2765**
13755 W Fieldpointe Drive **New Berlin** WI 53151

National Regency - New Berlin.....(262) 789-1699
13750 W National Avenue **New Berlin** WI 53151

New Perspective I and II: Brookfield.....(262) 821-1821
.....Fax (262) 821-0349
16690 and 16720 W Greenfield Avenue **Brookfield** WI 53005

Oak Hill Terrace.....(262) 548-1457
1805 Kensington Dr **Waukesha**, WI 53188

Shorehaven Health Center.....(262) 832-7112
1306 W Wisconsin Av **Oconomowoc** 53066

Sunnyridge Home-Pewaukee.....(414) 771-4595
1302 Sunnyridge Road **Pewaukee**, WI 53072

Twin Oaks: Delafield.....(262) 646-4146
.....Fax (262) 968-4577
N4 W31511 Twin Oaks Drive **Delafield**, WI 53018

Waukesha Springs Health and Rehab Center-Waukesha
.....(262) 548-1400
.....Fax (262) 548-1424
1810 Kensington Drive **Waukesha**, WI 53188

Wilkinson Woods(262) 832-7112
999 E Summit **Oconomowoc** WI 53066

Woodland Health Center.....(262) 782-0230
.....Fax (262) 797-8306
18740 W. Bluemound Rd **Brookfield** WI 53045

Out Of County Respite Facilities

Luther Manor.....(414) 464-3888
.....Fax (414) 464-1954
4545 N 92nd Street **Milwaukee**, WI 53225

The Glen Supported Living and Adult Day Center
.....(262) 473-9876
.....Fax (262) 472-6021
1281 W Main Street **Whitewater** WI 53190

Lake Terrace East and Lake Terrace West-Franklin
.....(414) 425-8090 or (414) 425-1493
.....Fax (414) 525-0294 or (414) 525-2691
6751 S 68th Street and 6771 S 68th Street **Franklin**, WI 53132

Oak Crest.....(414) 764-3303
.....Fax (414) 427-0438

4 Locations:

Oak Crest Franklin House-8 beds (seldom has openings)
7599 Francis Court **Franklin** WI 53132

Oak Crest Retirement Home-40 beds (majority of respite)
10507 South Chicago **Oak Creek**

Oak Crest Villa-20 beds
8765 W Forest Home Avenue **Greenfield**

Blakewood House-8 beds (seldom has openings)
3407 Blakewood Avenue **South Milwaukee**

Senior Home West Bend.....(262) 335-1992
831 E Washington Street **West Bend**, WI 53095

Support Group

There are numerous support groups available. For current information, please call the Waukesha County Dept. of Senior Services at (262) 548-7828 or 211.

FINANCIAL ASSISTANCE

American Association of Retired Persons.....(888) 227-7669
Tax Aide

Benefit Specialist for persons under 60.....(414) 291-7520

Department of Senior Services.....(262) 548-7828
 1320 Pewaukee Road Room 130 **Waukesha** WI 53188
Service: Assistance in preparing applications for programs of relief such as: Financial Assistance Applications preparation, Food Stamps information, Fuel Assistance information, Medical Assistance (Title 19) preparation, Partnercare, Property Tax Deferred Loan, Home Equity Conversion Program - Waukesha County, Reverse Mortgage Counseling-Waukesha County only, Other counties: (800) 217-6970. Ask for housing counseling agencies in your county.
Intake: Call for details on programs and eligibility.

Cooperating Congregations of Waukesha.....(262) 549-8726
 401 W Main Street **Waukesha** WI 53186

Energy Services Inc.....(262) 549-9666
 217 Wisconsin Ave Suite 201 Waukesha WI 53186
Service: Energy Assistance Program-one time energy grant per heating season. Apply September 1 - May 15 only.
Intake: Call for details on eligibility.
Application Appointments.....(800) 506-5596

Hebron House of Hospitality.....(262) 549-8724
 134 W North Avenue **Waukesha** WI 53186

Internal Revenue Services.....(800) 829-3637
 Provides information on taxes

La Casa de Esperanza.....(262) 547-0887
 410 Arcadian Avenue **Waukesha** WI 53186

Medical Assistance Recipient Services Hotline..(800) 362-3002
Service: Answer questions for those who receive straight Medicaid (i.e. Title 19, Medical Assistance) including coverage, billing, and prior authorization. Also provides referrals to dentists/dental service providers who accept Title 19. Do not serve those who receive Medicaid in HMO form.

Prescription Drug Resource Center
<http://www.drugsavings.wi.gov>
 This website gives our citizens the ability to buy certain prescriptions at significantly lower prices from pharmacies that have been visited and found to be safe, reputable, and reliable by inspection on behalf of several state governors.

RAM 60.....(262) 524-3747
(262) 524-3737
60 Years & Better: Repair & Maintenance for 60+ Adults or Disabled Home owners.
Service: An emergency repair and maintenance program for 60 plus adults and disabled homeowners. Participants must meet specific guidelines and reside in the City of Waukesha. Please call to see if you qualify.

Social Security.....(262) 542-7253 or (800) 772-1213
 707 N Grand Avenue **Waukesha** WI 53186

St. Joseph's Medical & Dental Clinic.....(262) 544-6777
 826 N East Avenue **Waukesha** WI 53186
Service: Low income Medical, Pharmacy & Dental assistance

Veterans' Service Office.....(262) 548-7732
 500 Riverview Ave **Waukesha** WI 53188
Service: Information, advocacy and assistance for veterans and their families concerning financial aid and other benefits.
Intake: Call or stop at the office.

Department of Health & Human Services.....(262) 548-7212

500 Riverview Ave **Waukesha** WI 53188

Service: Financial assistance is provided in several areas through the following programs:

Medical Assistance (Title 19) Information - 548-7708

Application - 548-7330

Economic Assistance - 548-7280

Community Options Program (Access) - 548-7212

Kinship Care Information - 548-7323

Food Stamps

BASIC Program

Financial Assistance Applications

Alzheimer's Family Support Program

Intake: Call for details on programs and eligibility.

WHEDA Property Tax Deferral Loan Program....(262) 548-7828

Service: Provide low interest deferred loans for tax purposes for income eligible individuals.

FOOD

Ensure Health Connection-Ross Labs....(800) 986-8501

Service: Free enrollment for Ensure Supplement. Users will be sent useful nutritional information and Ensure coupons.

Food Pantries

Service: Providing food for needy in several county locations.

Eligibility: Low-income persons.

Intake: Contact the food pantry nearest you at the location and hours listed below. Hours may be subject to change.

Butler Food Pantry.....(262) 781-9521

St Agnes Church, 12801 W Fairmount Avenue **Butler** WI 53007

Pickup by appointment.

Eagle Pantry.....(262) 594-5200

St Theresa Church, 136 W Waukesha Road **Eagle** WI 53119

Every Wednesday 9 - 10:00am

Elmbrook Church.....(262)796-5728

777 S Barker Rd **Brookfield** WI 53045

Food Pantry of Waukesha County.....(262) 542-5300

215 W North Street **Waukesha** WI 53188

1pm - 3pm Monday through Friday

6pm - 8pm Thursday

9:30 - 11:30 am Saturday

Hartland Area Food Pantry(262) 367-6373

229 Lawn Street **Hartland** WI 53029

1:30 - 2:30pm Wednesday; 10 - 11am Saturday

Kettle Moraine Food Pantry(262) 968-6466

All Saints Lutheran Church 705 W Tomlin Rd **Wales** WI 53183

10 - 11am Tuesday Thursday Saturday

Kitchen Kupaard Food Pantry.....(262) 363-8485

Mt. Olive Lutheran Church, 211 Main St

PO Box 8 **Mukwonago** WI 53149 9:30 -11:30 A. M. Thursday

Menomonee Falls Pantry.....(262) 251-4912

Hiawatha School Room 115

N84 W16579 Menomonee Ave **Menomonee Falls** WI 53051

1 - 2pm and 6 - 7pm Tuesday and Thursday

Mukwonago Food Pantry.....(262) 363-3452

325 Eagle Lake Ave **Mukwonago** WI 53149

M-T-W 9 – noon, Thurs 5 – 7 pm

New Berlin Food Pantry.....(262) 789-8040

Hickory Grove School, 2600 S Sunnyslope Rd **New Berlin** WI 53151

Serves New Berlin, Muskego, Brookfield & Elm Grove

Noon - 5:00pm Wednesday only (use east entrance)

North Lake Pantry(262) 966-2191 or (262) 538-1640

St Claire's Parish, W314 N7462 Hwy 83 **North Lake** WI 53064

9am - 9:30am Saturday; 8:30am - 9am Tuesday

Oconomowoc Pantry.....(262) 567-7054
355 W Wisconsin Avenue **Oconomowoc** WI 53066
1:30pm - 2:30pm and 6:30 - 7:30, Tuesday and Thursday
9:30am - 10:30am Saturday

Pewaukee Pantry(262) 691-2300
Gethsemane United Methodist Church
642 Main St. **Pewaukee** WI 53072
10am - 11am Wednesday and Saturday

Sussex Pantry.....(262) 246-9860
N63 W23626 Silver Spring Drive **Sussex** WI 53089
1:00pm - 2:30pm Wednesday
10am – 12pm Saturday; 5:30pm - 7pm Monday

Waukesha Salvation Army.....(262) 547-7367
445 Madison St **Waukesha** WI 53188
1 pm - 4pm Monday through Friday

Meals

Private Home Delivered Meal Providers

There are several private providers serving the county. If you are interested in a home-delivered meal, contact the provider nearest you. For more information, call the Waukesha County Department of Senior Services at 548-7826.

The Caring Place.....(262) 928-2314
Serving: City and town of Waukesha**Fax (262) 928-4347**

Dousman Area Churches.....(262) 965-3268
Serving: Dousman, Wales, Summit, Genesee Depot, Delafield,
North Prairie & surrounding areas

Elmbrook Hospital..... (262) 785-2157
Serving: Brookfield and Elm Grove

Horizon Home Care and Hospice.....(414) 365-8300
Serving: Menomonee Falls, Germantown, Lannon, Sussex
and Butler

Pewaukee River Hills West.....(262) 691-2300
Serving: Pewaukee, Hartland, Ashippun and surrounding areas

Shorehaven.....(262) 567-8341 Ext 166
Serving: Oconomowoc, Okauchee, Stonebank

VNA of Wisconsin Mobile Meals.....(414) 328-4444
Serving: parts of New Berlin, Brookfield & City of Waukesha.

Milwaukee County Delivered Meals.....(414) 289-6874

Department of Senior Services.....(262) 548-7826
1320 Pewaukee Road Room 130 **Waukesha** WI 53188

Service: Senior Dining - Nutritious meals are served at **12 dining centers** throughout the county. Social opportunities, recreational and educational activities as well as information on services, resources and community events for older people are included.

Cost: Suggested donation is \$2.75 or whatever is affordable.

Eligibility: Persons 60 years and older.

Intake: For reservations, call the dining center before 12:00 noon one working day in advance or the office at (262) 548-7826.
Transportation is available by taxi or Rideline, for \$1.00 each way.

***Serving Time**

Brookfield - Brookfield Community Center.....(262) 782-1636
2000 North Calhoun Road 53005.....Mon – Fri * 12:00

Butler - Hampton Regency Apartments.....(262) 783-5506
12999 W Hampton Avenue 53007.....Mon – Fri *11:45

Hartland - Breezewood Village Apartments.....(262) 367-5689
400 Sunnyslope Drive 53029..... Mon Wed Fri *12:00

Menomonee Falls - Menomonee Falls Community Center
.....(262) 251-3406
W152 N8645 Margaret Road 53051.....Mon – Fri *12:00

Mukwonago - Birchrock Apartments.....(262) 363-4458
280 Birchrock Way 53149..... Mon -Thurs * 11:45

Muskego - Muskego City Hall.....(262) 679-3650
W 182 S8200 Racine Ave..... Mon Wed Fri *11:45

New Berlin - National Regency Retirement Community Center
.....(262) 784-7877
13750 West National Avenue 53151Mon – Thurs *11:45

Oconomowoc - Oconomowoc Community Center.(262) 567-5177
324 W Wisconsin Avenue 53066.....Mon – Fri * 12:00

Sussex - Sussex Mills Apartments.....(262) 246-6747
W240 N6345 Maple Avenue 53089.....Mon – Fri * 11:45

Waukesha - La Casa Village.....(262) 547-8282
1431 Big Bend Road 53189..... Mon Wed Fri * 11:30

Waukesha - Saratoga Heights Apartments(262) 542-8783
120 Corrina Boulevard 53186.....Mon – Fri * 12:00

Waukesha - Willow Park Apartments(262) 547-5001
1001 Delafield Street 53188 Mon Tues Thurs * 11:30

Department of Senior Services.....(262) 548-7828
1320 Pewaukee Road Room 130 **Waukesha** WI 53188
Service: Home Delivered Meals – Nutritious meals (hot and cold)
which are delivered to homebound older people with little support.
Cost: Suggested donation is \$4.00 or whatever is affordable.
Hours/Days: Meals will be delivered between 11am & 1pm,
Monday thru Friday.
Eligibility: Homebound persons 60 years and above who do not
leave home under normal circumstances. Call for information.
Intake: Menus are available in advance. Call the Waukesha
County Department of Senior Services at 548-7826 for
reservations.

Community Banquet

Free meal on the last Tuesday of every month. 5:30-7:00 PM
Emmanuel Community United Methodist Church
N84 W16707 Menomonee Av **Menomonee Falls**
No Reservations necessary

Community Banquet

Free meal on the second Thursday of every month. 5:30-7:00 PM
St James Catholic Church
W220 N5588 Town Line Rd **Menomonee Falls**
No Reservations necessary

School Lunch Program

Service: Some schools in the county welcome older people to
their school lunch programs.
Intake: Since programs vary, call your local school system.

S.H.A.R.E......(800) 548-2124
(Self Help and Resource Exchange).....(262) 783-2500
.....**Fax (262) 783-2515**

Service: Supplementary food packages distributed monthly at
many locations.

Cost: \$14.00 in cash/food stamps and two hours of volunteer
work for each package purchased. Some locations require more
to cover transportation.

Intake: Call for location nearest you.

Outreach Meals:

Cooperating Congregations St. Matthias Episcopal Church,
111 E Main St **Waukesha** WI

Service: Meals served Mon, Wed & Friday evenings at 5:30pm.
Volunteers call: 549-8726

Loaves & Fishes Meal.....(262) 542-2589
St. Joseph's Catholic Church, 822 N East Avenue **Waukesha** WI
Service: Meals served every Sunday at 2:00 pm.

Salvation Army.....(262) 547-5709
445 Madison St **Waukesha**, WI 53188
Service: Meals served Tues, Thurs, & Sat at 5:00 pm.

Sussex Senior Lunch Program(262) 246-6447
W240 N5765 Maple Avenue **Sussex** WI 53089
Service: Meals served Mon – Thurs 12 Noon also meals served
the 1st & 3rd Fridays of the month.

MENTAL HEALTH AND AODA SERVICES

Alcohol and Other Drug Abuse – In case of clients with individual insurance, direct access may be obtained by calling the insurance company's customer service number and asking where that insurance funds AODA treatment in this area. The service representative will give a list of options to choose from. Treatment centers may be called directly and ask for assistance.

Clients with no insurance who would like a non-court-ordered assessment can call Waukesha County Addiction Resource Council **524-7921** and ask for a self-referred assessment. This is a free service. There will be a one-on-one interview with an assessment counselor and a recommendation for the appropriate level of care at an agency compatible with a persons financial situation. A Human Services funding evaluation may be requested to help with the financial aspects of treatment. You may call the **24-hour helpline at (262) 524-7920** for information on how to access treatment and/or detox services.

In cases of clients having no insurance, which have had previous treatment at Human Services and recognize the need for further treatment you may call Waukesha County Human Services AODA Clinic at **(262) 548-7666** and request an assessment and treatment.

In cases where a person is under the influence of alcohol or other drugs and wants detox, call Lawrence Center at **(262) 548-6900** and inform them that you will be seeking detox services. They will direct you to either Lawrence Center or the nearest Emergency Room. The county may fund a 24 hour detox. There is no medically monitored detox for marijuana or cocaine/crack use.

In cases where a person is using alcohol and/or other drugs and is having extreme physical, social and financial difficulties and is an imminent danger to him/her self or others, a three party commitment may be appropriate. Call Waukesha County Addiction Resource Council at **(262) 524-7921** for a phone screening and information on how to proceed with a commitment.

Behavioral Medicine Center.....(262) 928-4036
ProHealth Care

725 American Avenue **Waukesha** WI 53186
Service: Assessment and Referrals – 24 hours.
Inpatient/Outpatient substance abuse treatment program.

La Casa de Esperanza.....(262) 547-2856
410 Arcadian Avenue **Waukesha** WI 53186
Service: Advocacy for Hispanics in community

Lawrence Center for Chemical Dependency.....(262) 928-6900
.....Fax (262) 928-3815
3011 Saylesville Road **Waukesha** WI 53188
Service: Inpatient/Outpatient substance abuse treatment program.

Lutheran Social Services/Genesis
Halfway House.....(262) 544-0711
.....Fax (262) 544-1321
1002 Motor Avenue **Waukesha** WI 53188
Service: Outpatient substance abuse treatment program.

Mental Health Association of Waukesha County
.....(262) 547-0769
.....Fax (262) 547-1609
S22 W22660 E Broadway **Waukesha** WI 53186
Service: Promote good mental health, by providing telephone counseling, mobile crisis intervention, help center, advocacy outreach and prevention education.

Mental Health Center.....(262) 548-7950
1501 Airport Road **Waukesha** WI 53186
Service: Inpatient substance abuse treatment program.

Roger's Memorial Hospital.....(262) 646-4411
34700 Valley Road **Oconomowoc** WI 53066
Service: Inpatient/Outpatient substance abuse treatment program.

SALS Houses.....(262) 549-2121
Sober, Alternative, Living, Spaces
1125 Catherine St **Waukesha** WI 53186
www.salshouses.com
Service: Group housing, for the alcoholic/addict who wants to stop drinking or using and stay stopped.

Waukesha County Addiction Resource Council
..... (262) 524-7921

Crisis Line.....(262) 524-7920
W228 N683 Westmound Dr Waukesha WI 53186
Service: Assessment, Information & Assistance, prevention, intervention, 24-hour helpline.

Alzheimer's Disease

Alzheimer's Disease (AD) is an irreversible disorder of the brain, robbing those who have it of memory, and eventually, overall mental and physical function, leading to death. For more information on such research, as well as on biological, epidemiological, clinical, and social and behavioral research on AD, two new publication are available from the National Institute on Aging (NIA): *2001-2001 Alzheimer's Disease Progress Report* and *Alzheimer's Disease: Unraveling the Mystery*, which include a CD-ROM animation of what happens to the brain in AD. The publications may be viewed at NIA's AD-dedicated website at www.alzheimers.org, the Institute's Alzheimer's Disease Education and Referral (ADEAR) Center or order free by calling ADEAR at (800) 438-4380.

Various AD stages compared to Child Development

Stage of AD	Age & Ability
Stage 3-mild CI	12+ years-holds job
Stage 4-mild AD	8-12 simple finances
Stage 5 – mod AD	5-7 select proper clothes
Stage 6a-mod/severe	5 dress self unaided
Stage 6b	4 shower unaided
Stage 6c	4 toilet unaided
Stage 6d	3-4.5 control urine
Stage 6e	2-3 control bowels
Stage 7a-severe AD	15 months 5 – 6 words
Stage 7b	12 months speak 1 words
Stage 7c	12 months walk
Stage 7d	6-10 months sit up
Stage 7e	2-4 months smile
Stage 7f	1-3 months hold head up

Legal Planning for Incapacity – check Legal Assistance

Southeastern WI Alzheimer's Association.....(414) 479-8800
Helpline.....(800) 922-2413
.....**Fax (414) 479-8819**
6130 W National Ave #200 Milwaukee WI 53214
Service: Information and referral services for persons with Alzheimer's disease and their families; support group information available.

Department of Senior Services.....(262) 548-7828
1320 Pewaukee Road Room 130 Waukesha WI 53188
Service: Information and Assistance - Provide brochures, support group information, assistance, referral and case management to families involved with a member who has dementia/Alzheimer's disease.

Department of Health and Human Services.....(262) 548-7212

Service: The Alzheimer's Family and Caregiver Support Program provides assistance in determining community resources available to families in which a member has Alzheimer's disease or other irreversible dementia. Also pays for unreimbursed costs up to \$4,000 annually for related expenses for the person with dementia.

Eligibility: An assessment will be carried out to determine eligibility.

Service: The Community Options Program matches a person's long-term care needs with the best community services available to meet those needs. An assessment is first conducted to identify how many of these needs, can be met by his/her own informal support system and by outside sources. Based upon the assessment and available resources, recommendations can be made to stay in one's home or in another community setting. Financial assistance is available based on eligibility.

Cost: No charge for assessment or individual plan.

Service: Supportive Home Care provides limited services for people who need minimal to moderate assistance to live independently at home.

Intake: Call for details and further information.

Geriatric Assessment/Screenings

Geriatric Assessment includes an evaluation by a social worker, registered nurse, neuropsychologist, geriatric psychiatrist and/or gerontologist. The team discusses client's concerns such as mobility, housing, and memory, abilities to drive, cook, pay bills, and communicate. Suggestions for each concern are made and the client, doctor and family then decide what action to take. The pieces of the puzzle are put together and everyone involved knows what the future holds for them.

One may consider seeking a geriatric medical assessment if:

-An elder is considering relocation and you're unsure of the level of care s/he may need. A full evaluation can ensure that s/he selects the right housing arrangement to meet his/her present and (possibly) future needs.

-An elder's doctor dismisses his/her ailments as "old age." Pain, depression, dizziness, incontinence, and memory loss are not normal parts of aging, and thus should be carefully evaluated for

possible medical causes.

-An elder is having difficulty with activities of daily living (i.e., walking, toileting, eating, grooming, and dressing) or instrumental activities of daily living (i.e., cooking, shopping, managing medication, and doing housework).

-An elder is experiencing serious memory loss or behavioral changes. While Alzheimer's disease or a series of small strokes may be the cause, prescription side effects, psychological disorders, or substance abuse may also produce similar symptoms.

-An elder's doctor makes a diagnosis without doing any testing. For example, s/he diagnosis Alzheimer's Disease without first eliminating other possible cause of memory loss.

-An elder experiences many ailments that seem to have no cause. There may be an underlying medical condition or psychological problem at the root.

Treatable Causes of Memory Loss

Poor Nutrition - Body chemistry can become imbalanced from the "tea and toast" syndrome, eating meals lacking the full range of necessary nutrients.

Dehydration - Many people do not drink enough fluids, or consume primarily caffeine beverages, which flush fluids out of the body.

Fluctuating blood sugar - People who develop diabetes late in life may go for years without realizing they should ask their physician to check their blood sugar.

Thyroid deficiency - Possible deficiency can be checked by a physician and remedied with medication.

Infection - Urinary tract or bladder infections are most common, but any infection can cause memory loss.

Medication combinations - Taking multiple pills every day can result in mix-ups or medication interactions.

Medication toxicity - Occasionally, too much medication accumulates in the blood. For example, digoxin (Lanoxin) is a heart medication, which can become toxic.

Depression - Some people lose interest in others and become confused when they get depressed. Antidepressant medication may help significantly.

Sensory losses - Loss of hearing or sight may interfere with orientation to time and place.

Lung disease - Decreased lung capacity may mean insufficient oxygen for the brain. Memory loss may completely resolve when the person goes on oxygen.

Cancer - Tumors in the brain, liver, or other organs can lead to memory loss. Prompt diagnosis may mean that the tumor can be removed or reduced through treatment.

Toxic house - Furnaces can malfunction and leave carbon monoxide in the air producing confusion and sleepiness. Fixing the furnace may restore alertness.

Froedtert Memorial Hospital Senior Health (8am-4:30pm)
9200 W Wisconsin Ave **Milwaukee** WI 53226.....(414) 456-7070
.....In Wisconsin (800) 272-3666

Service: Provides a comprehensive medical assessment with recommendations or follow up and services.

-Froedtert Health Services-

Appointments at specialty clinics: Cancer, Cardiovascular, Geriatric psychiatry. Call patient service coordinator.

.....(414) 805-3666

-Neurology clinic-(414) 805-8220

Provides a comprehensive assessment of dementia/Alzheimer's disease

Rogers Memorial Hospital...(262) 646-4411 or 1(800) 767-4411
.....Fax (262) 646-3158

34700 Valley Rd **Oconomowoc** WI 53066

Service: Psychiatric assessment and treatment for seniors, eating disorders, substance abuse, anxiety disorder, depression and obsessive compulsive disorder (hoarding).

Aurora Sinai Medical Center.

950 N 12th Street **Milwaukee** WI 53201

-The Geriatric Institution- provides a comprehensive medical assessment with recommendations for follow-up.

Cost: Charges vary; call for details.

Intake: Call (414) 219-7300 for appointment or more information

-The Geriatric Psychiatry Program- provides comprehensive outpatient psychiatric evaluation and treatment program.

Cost: Charges vary; call for details.

Intake: Call (414) 219-7378 regarding outpatient treatment

-Regional Parkinson's Assoc Physicians-

.....(414) 219-5744

Service: provides comprehensive diagnostic and treatment services.

VA Medical Center.....(414) 384-2000, Ext. 42295

5000 W National Ave **Milwaukee** WI 53295

Service: Geriatric Evaluation and Management provides inpatient services designed to provide a comprehensive medical assessment and cognitive abilities including dementia.

Eligibility: Veterans 65 years and above an assessment will be done to determine eligibility.

Cost: No charge.

University of Wisconsin Clinics.....(608) 263-7740

2880 University Ave #9060 **Madison** WI 53705

Service: Evaluation services for seniors

Intake: Charges vary; call for details.

Waukesha Memorial Hospital Senior Health Center

.....(262) 928-7898

.....Fax (262) 928-4147

725 American Ave **Waukesha** WI 53188

Service: Evaluation Service for seniors provides neuro-Psychological medical evaluation and follow-up recommendations centering on aging and memory concerns.

Cost: Charges vary; call for details.

Intake: Call between 8 - 4:30pm Mon - Thurs for appointment.

Behavioral Medicine Center.....(262) 544-2396

.....Fax (262) 544-1213

Behavior is the primary concern. Psychiatry, psychotherapy, counseling services for older adults.

Behavioral problems: call Assessment & Referral (24 hours)

.....(262) 928-4036

Driving Evaluations for Seniors

**Elmbrook Memorial Hospital Central Scheduling
Rehabilitation Services.....(262) 785-2258**

**Wisconsin Dept of Transportation, Division of Motor Vehicles
For Medical Reasons.....(608) 266-2327
For Non-Medical Reasons..... (608) 266-2325**

55 Alive-Mature Driving Class(262) 251-1001

**Community Memorial Hospital
Pre-driving Assessment – OT Department.....(262) 257-3080
.....Fax (262) 253-7170**

A driver's test includes a knowledge test and demonstration of driving skills.

Cost: \$200.00, Requires a Doctors order.

Nail, Foot, Hair Care

**Bi-monthly Curative Rehabilitation
Podiatry Services.....(262) 574-9147**

149 Wisconsin Ave **Waukesha** WI 53186

Open to the public, call for appointment.

Personal (hair) Styles By Mick.....(262) 662-5007

Hair I am.....(262) 896-9240

In-home hair care for Waukesha County residents only

The Caring Place Adult Day Center.....(262) 542-6388

810 N. East Avenue, **Waukesha** WI 53186

Services: Bimonthly podiatry services

Wig Loans: Call **Care Connection** to make
appointment.....(262) 251-1001

.....(800) 246-8332

Community Memorial Hospital

W180 N8085 Town Hall Rd **Menomonee Falls** WI 53051

Hospice Care

Provision of end-of-life care to the patient and support, respite, direction, comfort and follow up bereavement support to those closely involved. The staff should be consistent throughout this time (80% of the time your loved one should have the same RN). Also family should request a monthly calendar to show when the RN, SW, Chaplain, Aid and Music therapist are coming and how often.

**Angel Grace Hospice ProHealth Care.....(920) 474-7800
.....Fax (920) 474-7845**

W359 N7430 Brown St **Oconomowoc** WI 53066

Service: Residential hospice for end-of-life care for all ages.

Intake: Call for Details.

**Covenant Home Hospice.....(414) 535-7070
.....Fax (414) 535-7046**

9688 W. Appleton Avenue **Milwaukee** WI 53225

Service: Home Hospice Program provides terminal care under hospice guidelines. **Intake:** Call for details.

**Horizon Hospice Care.....(414) 365-8300
.....Fax (414) 365-8380**

8949 N Deerbrook Trail **Milwaukee** WI 53223

Service: Provides hospice & home care for the terminally ill. A team of health care and social workers will work with the patient and the family.

Intake: Call for details.

**Hospice Preferred Choice, Inc.....(414) 649-8302
.....Fax (414) 282-4765**

3118 South 27th Street **Milwaukee** WI 53215

Service: Provides home hospice care for terminally ill under hospice guidelines.

Intake: Call for details

Pro Health Home Care & Rolland Nelson Crossroads Hospice
.....(262) 928-7444 or Toll Free (877) 453-9272
.....Fax (262) 928-7446

1020 James Drive #E Hartland WI 53029

Service: Crossroads Hospice Program provides hospice care for the terminally ill. A team of health care and social workers will work with the patient and the family.

Intake: Call for details.

Milwaukee Hospice Residential Facility.....(414) 438-8000
.....Fax (414) 438-8010

4067 N 92nd Wauwatosa WI 53222

Service: Seven-bed inpatient hospice care unit.

Milwaukee VNA Hospice.....(414) 327-2295
11333 W National Avenue West Allis WI 53227

Service: Provides home care for the terminally ill. A team of health care and social workers will work with the patient and the family.

Intake: Call for details.

Odyssey Health & Hospice Care Inc.....(414) 546-3200
.....(888) 280-3332
.....Fax (414) 546-3401

10150 W. National Ave #200 West Allis WI 53227

Service: Provides terminal care under hospice guidelines.

Ruth Hospice Care.....(414) 607-4700
8526 W. Mills Road Milwaukee WI 53225.... Fax (414) 607-4711
8300 W Beloit Road Milwaukee WI 53227... Fax (414) 607-4459

Service: Inpatient terminal care under hospice guidelines.

Season's Hospice & Palliative Care.....(414) 203-8310
.....(800) 379-5105
.....Fax (414) 203-8311

4650 N Port Washington Rd Milwaukee, WI 53212

www.seasons.org

Service: Provides home care for the terminally ill. A team of health care and social workers including music therapist will support the patient and family.

Intake: call for details.

Vitas Hospice Care.....(414) 257-2600
.....Fax (414) 454-3144

2675 North Mayfair Road, #420 Wauwatosa, WI 53226

Service: Outpatient hospice programs.

Medical Equipment Loans

New and used medical equipment (wheelchairs, walkers, canes, tub chairs and other items) are available. Donations are welcome.

Caring Concepts.....(800) 769-7771
.....Fax (608) 329-4407

Golden Years Comfort wear- Medical clothing for patient

First United Methodist Church(262) 542-4256
121 Wisconsin Avenue Waukesha, WI 53186

Waukesha County Department of Health and Human Services
.....(262) 548-7670 or (262) 548-7369

500 Riverview Avenue Waukesha WI 53188

*Call (262) 548-7828 for medical equipment information.

Durable Medical Equipment Information call DOSS
.....(262) 548-7828

MEDICAL, DENTAL, DIAGNOSTIC, DIALYSIS & EVALUATION SERVICES

Services for the Blind

Badger Association of the Blind.....(414) 258-9200
912 N Hawley Rd Milwaukee WI 53213

Service: Residential home for the blind educational, cultural and arts and crafts get-togethers, equipment, information and referral.

Eligibility: Visual impaired or restricted field of vision.

Cost: Varies by program.

Intake: Call for more information.

State of Wisconsin Bureau for the Blind Milwaukee office
.....(414) 302-2762

912 N Hawley Rd Milwaukee WI 53213

State of Wisconsin Bureau for the Blind Madison office
.....(608) 266-3109
.....(888) 879-0017

PO Box 7851 **Madison** WI 53707

Service: Rehab teaching of daily living skills, independent living for older blind individuals.

Wisconsin Council of the Blind Inc......(800) 783-5213
354 West Main Street **Madison** WI 53703-3115

Service: Adaptive equipment, low vision evaluations, scholarships & white canes.

Relearning of tasks.....(262) 548-5862

Wisconsin Lions Foundation.....(877) 463-6953
.....Fax (715) 677-4527

*Call your telephone provider to set up the service to call for a telephone number instead of using a telephone book – no charge.

Services for the Deaf

Center For The Deaf And Hard Of Hearing.....(262) 790-1040
3505 N 124th St **Brookfield** WI 53005.....TTY (262) 790-0584

Service: Educational programs on hearing loss in older people, senior hearing screening, information and referral.

Cost: Fees are based on ability to pay reduction or waiver available for equipment.

Intake: Call for details.

Universalink (Hearing devices & equipment).....(262) 790-9200
.....(800) 755-7994
Set up an appointment to try equipment.....TTY (262) 790-1940

Wisconsin Office of Deaf & Hard of Hearing.....(262) 521-5128
.....TTY (262) 548-5858
.....Fax (262) 521-5314

141 NW Barstow St #104 **Waukesha** WI 53187

Service: Education and information related to deaf and hard of hearing issues. ADA, interpreting services, housing, accessibility issues.

Madison Office of Deaf & Hard of Hearing.....(608) 266-3118
Wisconsin Office of Deaf & Hard of Hearing web site:
www.dhfs.wisconsin.gov

Dental Services

Marquette University Dental Clinic.....(414) 288-6790
604 N 16th Street **Milwaukee** WI 53233

Service: Dental services at reduced costs. Mobile dentist.

Mobile Dentist (T19).....(262) 695-4019

State Dental Hotline..... (800) 362-3002

Service: Referral to closest T19 dentist

St Joseph's Medical & Dental Clinic.....(262) 544-6777
.....Fax (262) 544-6667

826 N East Ave **Waukesha** WI 53188

Service: Medical and dental services for low-income people.

Cost: \$3 donation.

Intake: Call for details and appointment.

Title 19 Dental Clinic (Straight T19).....(262) 786-4776

Wisconsin Dental Association.....(414) 276-4520
.....(800) 364-7646

111 E Wisconsin Ave **Milwaukee** WI 53202

www.wda.org

Service: Dental care for the elderly.

Wisconsin Donated Dental Services.....(414) 276-0370

111 E Wisconsin Avenue **Milwaukee** WI 53202

Service: Comprehensive dental care to older adults with illnesses severe enough to prohibit employment and unable to afford services.

Dialysis Centers

Brookfield Dialysis Center.....(262) 782-9856

.....Fax (262) 782-9984

2085 N Calhoun Rd **Brookfield**, WI 53005

Gambro Dialysis Center.....(262) 781-0273
.....Fax (262) 781-0305
19395 W. Capital Drive #100 **Brookfield**, WI 53045

Oconomowoc Dialysis Center.....(262) 567-3199
.....Fax (262) 567-3821
1253 Corporate Center Drive, **Oconomowoc**, WI 53066

Menomonee Falls Dialysis Center.....(262) 253-9768
.....Fax (262) 253-9870
W173 N9170 St Francis Drive, **Menomonee Falls**, WI 53051

Mukwonago Dialysis Center.....(262) 363-1925
.....Fax (262) 363-1928
400 Bay View Rd #F **Mukwonago**, WI 53149

New Berlin Dialysis Center.....(262) 789-7148
13900 W National Av #202 **New Berlin** WI 53151

Low Income Medical Services

Community Nursing Clinic – WCTC Pewaukee
.....(262) 695-1888

Community Nursing Clinic – Genessee Depot
.....(262) 968-1841
Service: General medical exams by nurse practitioners at a reduced fee.

Community Outreach Health Clinic.....(262) 532-3393
.....Fax (262) 250-7448
W180 N8085 Town Hall Road, **Menomonee Falls** WI 53052
Service: Medical services for low-income people
Cost: \$5 donation.

La Casa de Esperanza Outpatient Clinic.....(262) 928-4402
.....Fax (262) 928-7340

Email: info@lacazadeesperanza.org
210 NW Barstow St., Suite 110 **Waukesha** WI 53188
Services: Are culturally sensitive and bilingual (Spanish-English) in the areas of mental health, alcohol and other drug abuse treatment, and HIV/AIDS prevention education. The services are strength-based, family-centered.
Mental Health: Individual, couple/family counseling, group counseling (offered 1-2 times a year). Therapy is offered for, but not limited to, depression, anger management, conflict resolution, parenting issues, anxiety, and domestic violence (victim or perpetrator).
Alcohol & Other Drug Abuse: Individual, couple/family counseling, and AODA group: Relapse prevention group (weekly) – focus on support services and maintaining a healthy lifestyle.
HIV Prevention Education: Free and confidential HIV/AIDS education and outreach services on risk behaviors and prevention strategies.

Lake Area Free Clinic.....(262) 569-4990
.....Fax (262) 569-1712
432 S Lapham St **Oconomowoc** WI 53066
Hours: 5:00 pm – 8:00 pm Tuesday evenings

St Joseph's Medical & Dental Clinic.....(262) 544-6777
.....Fax (262) 544-6667
826 N East Ave **Waukesha** WI 53186
Service: Medical and dental services for low-income persons.
Cost: \$3 donation.
Intake: Call for details and appointment.

Waukesha Family Practice Center.....(262) 548-6903
.....Fax (262) 548-3820
210 N West Barstow #201 **Waukesha** WI 53188
Service: Nurse practitioners and resident physicians make house calls. Bilingual (Spanish) also.

Physician Referral and Information Service

Visiting Physicians (in-home visits)(414) 543-9600

Nurse on Line Waukesha Memorial Hospital.....(262) 544-2745
.....**Fax (262) 928-2515**

725 American Av. **Waukesha**, WI 53188

Services: Free, confidential health care information service staffed by specially trained registered nurses. Health information, medical advice, referrals to physicians (who are affiliated with Waukesha Memorial Hospital and Oconomowoc Memorial Hospital), and health resources.

Careconnection-Community Memorial Hospital

Menomonee Falls.....(262) 251-1001
.....**(800) 246-8332**
.....**Fax (262) 250-7448**

Services: Registered nurse answers health care questions, refers to physicians (affiliated with the hospital) and hospital services, and provides information on health care services, educational programs, support groups and community resources. Resource representatives provide information on educational programs and accept class registration.

Covenant Referral and Information Line

Elmbrook Memorial Hospital.....(877) 226-8362
19333 W North Av. **Brookfield**, WI 53045

Services: Referrals to physicians and specialists (who are affiliated with the hospital), and hospital services for program and activities information.

Veteran's Hospital Emergency Nurse line..... (414) 384-2000

Other

Aurora Health Care Center.....(262) 896-6000
.....**FAX (262) 896-3921**

Service: General elderly medical examinations.

Division of Vocational Rehabilitation.....(262) 548-5850
.....**TTY (262) 548-5852**
.....**Fax (262) 521-5302**

Waukesha State Office Building

141 NW Barstow St #157 **Waukesha** WI 53188

Service: Evaluation, counseling, training and placement services for jobseekers that are disabled. Assist in adapting to different aspects of vision loss and/or hearing loss.

PUBLIC HEALTH INFORMATION

HEALTH SERVICES and EDUCATION:

Waukesha County Public Health Division.....(262) 896-8430
.....**FAX (262) 896-8387**
.....**TDD (262) 896-8234**

615 West Moreland Blvd **Waukesha** WI 53188

Service: Adult immunizations. Call for appointment and costs.

Service: International Travel Program provides education and immunizations needed for safe travel to foreign countries. Call for appointment and costs.

Service: Family Health Clinics provide health assessments, screening and education. Call for appointment.

Service: In home ongoing care coordination, assessment and monitoring of health problems. Call for appointment.

Service: Home-visit assessments, screening, adult immunizations, health education and counseling, medication teaching, information on international travel & vaccinations.

Cost: Small fee - waiver available.

Intake: Call for details and appointment.

Waukesha County Medical Society.....(262) 695-7412
.....**Fax (262) 695-7442**

Wisconsin Donor Network(800) 432-5405
.....**Fax (414) 259-8059**
(Organ Donation)

HOSPITALS

Aurora Sinai Medical Center.....(414) 219-2000
950 N 12th Street **Milwaukee** WI 53201

Community Memorial Hospital of Menomonee Falls
.....(262) 251-1000
.....TTY (262) 251-1012
W180 N8085 Town Hall Road **Menomonee Falls** WI 53051

Elmbrook Memorial Hospital.....(262) 785-2193
19333 W North Avenue **Brookfield** WI 53045

Froedtert Hospital.....(414) 259-3000
9200 W Wisconsin Avenue **Milwaukee** WI 53226

Medical College of Wisconsin-**Body Donation**...(414) 456-8261

Mental Health Center (Inpatient).....(262) 548-7950
.....Fax (262) 970-4799
1501 Airport Road **Waukesha** WI 53188

Oconomowoc Memorial Hospital.....(262) 569-9400
.....TTD (262) 569-0641
791 Summit Avenue **Oconomowoc** WI 53066

Parkinson's Center.....(414) 219-5744
.....Fax (414) 219-5503
945 N. 12th St #4602 **Milwaukee** WI 53233

Rogers Memorial Hospital.....(800) 767-4411
34700 Valley Road **Oconomowoc** WI 53066.....(262) 646-4411
.....Fax (262) 646-3158

St. Francis Hospital.....(414) 647-5000
3237 S 16th St **Milwaukee** WI 53215

St. Joseph's Hospital.....(414) 447-2000
5000 W Chambers **Milwaukee** WI 53210

St. Luke's Hospital.....(414) 649-6000
2900 W Oklahoma Ave **Milwaukee** WI 53215

St. Mary's Hospital.....(414) 291-1000
2323 N Lake Dr **Milwaukee** WI 53211

St. Michael's Hospital.....(414) 527-8000
2400 W Villard Ave **Milwaukee** WI 53209

Veteran's Affairs Medical Center.....(414) 384-2000
5000 W National Avenue **Milwaukee** WI 53295

Waukesha Memorial Hospital.....(262) 928-1000
725 American Avenue **Waukesha** WI 53188

West Allis Memorial Hospital.....(414) 328-6000
8901 W Lincoln Ave **West Allis** WI 53227

West Allis Memorial's Women Pavilion.....(414) 978-3000
8901 W Lincoln Ave **West Allis** WI 53227

HOUSING

HOUSING OPTIONS

This is a look at housing options. Keep in mind some of these options might not be possible based on income and assets. There is very little financial assistance available for housing (Community Options Program does assist but there is an extensive waiting list for this program). Some long-term care insurance policies also may offer assistance.

Independent Living--- This is for individuals who are able to meet their own needs or can bring services into their environment. For services that are available please see Department of Senior Services brochure. **Private Pay (rent assistance or subsidized apts. may be available).**

Assisted Living--- For individuals who require assistance/supervision. Residents remain in private apartments but services are incorporated in the contract. Staff available 24/7. **Private Pay, Community Options Program, Long Term Care Insurance*.**

Community Based Residential Facility--- Individuals who require assistance/supervision. More restrictive than assisted living. Many of them are in a home like setting. **Private Pay, Community Options Program.**

Adult Family Homes--- Individuals live in a family like setting. Generally maximum of four individuals in each home. Individual may have to be able to perform some self cares. **Private Pay, Community Options Program.**

Nursing Homes--- Facility for individuals who require skilled nursing care or is no longer able to function in a less restrictive environment. Nurses and aides available 24 hours a day. **Private Pay, Long Term Care Insurance, Medicaid (Title 19) when assets reach the required level.**

Rooming Houses--- Usually one room, sharing facilities with other roomers. **Private Pay**

Frequently Asked Questions

My loved one can no longer live at home, what are my options?

- Can the individual remain in their current setting if assistance is brought into their residence? Help is available. The Department of Senior Services offers in home assistance programs with cost determined by sliding fee scales or on a donation basis.
- The next step in the progression of housing would be a facility that offers assistance/supervision. Unfortunately these options can be costly. If finances are an issue you should first look at family/relatives. Is the individual able to live with someone in the immediate family? If not, look at next option.

- If the previous two options will not work, look at different housing. Housing (other than nursing home) is private pay unless the Community Options Program (COP- call 262-548-7212 for eligibility) is applicable or Long Term Care insurance covers the type of setting. Rates vary widely so check and find a place that offers the services to fulfill the individual's needs at an affordable cost. If this option does not work, go on to the next.
- If finances or level of needed assistance prohibits the previous choices Nursing Home placement may be the only option (remember unless the individual is declared incompetent and you are the Power of Attorney the choice belongs to them). If financial guidelines for Medicaid (T-19) are met or there are questions regarding eligibility contact the Department of Health and Human Services (262-548-7708) for an appointment. Call 262-548-7330 for an application.

My loved one currently lives in assisted living but is running out money. What can I do?

- Check with family/relatives to see if someone can assist financially for this individual or if living with a family member is possible.
- Can individual return to independent living if services were brought into their home? See Senior Services brochure for service options.
- Is individual on COP waiting list and if they are will they be able to pay privately until assistance is available?
- Are less expensive settings (Adult Family Homes or CBRF's) a viable option?
- If none of the above will satisfy needs of individual then only alternative is nursing home. Individual must meet physical standards and apply for Medicaid (T-19) if private pay is not possible.

My loved one cannot live independently anymore but has no money for assisted living what are my options?

- Options are the same as if someone is in assisted living but no longer able to afford (see above).

How do I get my loved one in Subsidized Housing?

- You can contact the Waukesha County Housing Authority for questions regarding subsidized housing (262-549-3284 or 262-542-2262).
- Each subsidized housing unit has their own application so you can contact the area you are interested in and fill out an application for that unit.

Where do I get information on housing? Where are the housing options located?

- The Waukesha County Department of Senior Services resource directory has listings of each type of housing.
- Interfaith of Milwaukee (414-291-7500) has information on nursing home costs and openings for several counties.
- Housing Authority of Waukesha (262-542-2262)

SENIOR HOUSING PLACEMENT ASSISTANCE

Companies that will help the family identify appropriate placements for senior housing options at no charge.

Senior Pathways.....(414) 425-1493
.....Fax (414) 525-2691
Information-Referrals – Placement Agency
6771 South 68th Street **Franklin** WI 53132

Senior Placement Network.....(262) 782-4202
PO Box 511401 **New Berlin** WI 53151

Senior Referrals.....(414) 325-3400
4811 South 76th St **Greenfield** WI 53220

LANDLORD TENANT LAW

Automated Hotline..... (414) 272-6952

EMERGENCY SHELTER

Fair Housing and Equal Opportunity ..(414) 297-3214 Ext. 8305

HUD General Information.....(414) 297-3214

Hebron House of Hospitality.....(262) 549-8720
Administrative Offices.....Fax (262) 549-8730
134 W North Street **Waukesha** WI 53188

Hebron House Shelter (for families & single women)
.....(262) 549-8722
.....Fax (262) 549-8731
812 N East Ave **Waukesha** WI 53186

Jeremy House Safe Haven (for persons with mental health concerns).....(262) 549-8735
.....Fax (262) 549-8737
1301 E Moreland Blvd **Waukesha** WI 53186

Siena House Shelter (for families & single women)
.....(262) 549-8732
.....Fax (262) 549-8739
1519 Summit Ave **Waukesha** WI 53188

Women's Center.....(262) 547-4600
.....Fax (262) 574-3640
24 Hour Crisis Line.....(262) 542-3828
.....Fax (262) 522-3883
505 N. East Avenue **Waukesha** WI 53186

Waukesha Salvation Army (for men)
.....(262) 547-7367
.....Fax (262) 547-5709
445 Madison Street **Waukesha** WI 53188

SUBSIDIZED RENTAL HOUSING

Waukesha County Housing Authority

120 Corrina Blvd Waukesha WI 53186

.....**County - (262) 549-3284**

.....**City - (262) 542-2262**

Subsidized housing provides some financial relief for housing expenses.

(Listed alphabetically by community) /(Inquire if pets are acceptable)

Hampton Regency Apartments.....(414) 271-4116

12999 W Hampton Avenue **Butler** WI 53007

Hillside Woods I.....(262) 646-3441

Horizon affiliate of Hillside Woods.....**(800) 280-1188**

3280 Hillside Drive #317 **Delafield** WI 53018

Knoll Crest Apartments.....(262) 646-4457

674 Division Street **Delafield** WI 53018

Eagle Meadows.....(262) 567-3265

201 N Parkview Drive **Eagle** WI 53119

Breezewood Apartments(262) 367-2868

400 Sunnyslope Drive **Hartland** WI 53029

Messner Manor.....(262) 251-6055

N90 W17421 St Francis Drive **Menomonee Falls** WI 53051

Lake View Terrace Apts.....(262) 646-8112

315 Gibson Street **Mukwonago** WI 53149

High Ridge Manor.....(262) 789-9588

13445 W National Avenue **New Berlin** WI 53151

Hickory View Commons Apartments.....(262) 567-8777

211 S Concord Street **Oconomowoc** WI 53066

Parkland Commons Apartments.....(262) 567-8777

427 W Second Street **Oconomowoc** WI 53066

Wilkinson Manor.....(262) 569-8196

919 E Summit Avenue **Oconomowoc** WI 53066

Bristol Court.....(414) 449-1020

W246 N6500 Pewaukee Road **Sussex** WI 53089

East Terrace Apartments.....(262) 544-9757

801 N East Avenue **Waukesha** WI 53186

La Casa Village.....(262) 547-2856

1431 Big Bend Road **Waukesha** WI 53186

Moreland Grove Apartment Homes for Seniors..(262) 549-2400

790 W Moreland Boulevard #100 **Waukesha**, WI 53188

River's Edge Apartments.....(262) 547-4488

100 Corrina Boulevard **Waukesha** WI 53186

Saratoga Heights.....(262) 542-2262

120 Corrina Boulevard **Waukesha** WI 53186

Shepherd Heights.....(262) 253-9845

Menomonee Falls

Sunset Apartments.....(262) 547-1829

1512 Big Bend Road **Waukesha** WI 53186

Sunset Heights Apartments.....(262) 547-9764

1926 Madera Street **Waukesha** WI 53186 (62 & Older)

The Senior House.....(262) 446-9144

.....**(262) 544-9776**

825 Pleasant Street **Waukesha** WI 53186

Willow Park.....(262) 548-9786

1001 Delafield Street **Waukesha** WI 53188

INDEPENDENT LIVING

*(Listed alphabetically by community) *Accepts Pets*

***Brookfield Woods**.....(262) 827-0303
695 N Brookfield Road **Brookfield** WI 53045

Congregational Home(262) 781-0550
.....Fax (262) 781-0559
3150 Lilly Road **Brookfield** WI 53005-7632

Heritage Place.....(262) 782-1948
17560 W North Avenue **Brookfield** WI 53045

Norhardt Senior Apartments.....(262) 860-0021
1930 Norhardt Dr **Brookfield** WI 53045

Willow Brook Court.....(262) 780-1000
17285 W River Birch Drive **Brookfield** WI 53045

Butler Square.....(262) 781-4242
12809 W Hampton Avenue **Butler** WI 53007

Hampton Regency Apartments.....(262) 781-4407
12999 W Hampton Avenue **Butler**, WI 53007

Hillside Woods I.....(262) 646-3441 or (800) 280-1188
3280 Hillside Drive **Delafield** WI 53018

Hillside Woods II.....(262) 646-4800
3270 Hillside Drive, **Delafield**, WI 53018

Knoll Crest Apartments.....(262) 646-4457
674 Division Street **Delafield**, WI 53018

Three Pillars Campus
Masonic Village on the Square.....(262) 965-9525
375 Highway 67 **Dousman** WI 53118

***Breezewood Village II Apartments**.....(262) 367-2868
450 Sunnyslope Drive **Hartland** WI 53029

Hartland Meadows.....(262) 369-3801
357 Cottonwood **Hartland** WI 53029

River Oaks Apartments.....(262) 369-5351
550 Cottonwood Avenue **Hartland** WI 53029

Jolly-Aire Apartments.....(262) 502-1650
W164 N9091 Water Street **Menomonee Falls**, WI 53051

Tamarack Place.....(262) 255-4441
N84 W17147 Menomonee Ave **Menomonee Falls** WI 53051

***The Arboretum**.....(262) 253-0909
W180 N7890 Town Hall Road **Menomonee Falls** WI 53051

Riverwalk Senior House.....(262) 367-3219
Resident Manager..... (414) 704-1772
W165 N9080 Hale Av **Menomonee Falls** WI 53051

Shepherd Heights.....(262) 253-9845
Menomonee Falls

Wildwood Highlands Senior Apart.....(262) 251-9000
N78 W17445 Wildwood Drive **Menomonee Falls**, WI 53051

Birchrock Senior Communities Apartment.....(262) 363-9009
280 BirchRock Way **Mukwonago** WI 53149

Birchrock Senior Communities Town Houses...(262) 363-9076
280 Birchrock Way **Mukwonago** WI 53149

Muskego Regency.....(262) 679-0888
W181 S8540 Lodge Boulevard **Muskego** WI 53150

Steeple View.....(414) 529-8866
12455 W Janesville Road **Muskego**, WI 53150

Stoney Creek Adult Community.....(414) 422-4686
S69 W14142 Tess Corners Drive **Muskego** WI 53150

Tudor Oaks.....(414) 529-0100
 S77 W12929 McShane Drive **Muskego** WI 53150

Woodview Senior Apartments.....(262) 679-7644
 S87 W18193 Woods Road **Muskego** WI 53150

Deer Creek Village.....(262) 641 9410
 3601 S 147th St **New Berlin** WI 53151

National Highlands Senior Apartments.....(262) 821-5106
 13705 W. National Avenue **New Berlin** WI 53151

National Regency.....(262) 789-1699
 13750 W National Avenue **New Berlin** WI 53151

Pinewood Creek.....(262) 784-8882
 3150 S Pinewood Creek Ct. **New Berlin** WI 53151

Hickoryview/Parkland Commons.....(262) 567-8777
 427 W Second Street **Oconomowoc** WI 53066

Lake Terrace Apartments.....(262) 569-9880
 1380 W Wisconsin Avenue **Oconomowoc** WI 53066

Wilkinson Woods.....(262) 567-1166
 999 E Summit Avenue **Oconomowoc** WI 53066

Cecelia Place of Pewaukee.....(414) 327-8170
 Hwy 16 & Capital Dr **Pewaukee** WI 53072

Hawthorne Place.....(262) 691-8899
 1105 Hawthorne Place **Pewaukee**, WI 53072

Kirkland Crossing.....(262) 695-5800
 700 Quinlan Dr **Pewaukee** WI 53072

Quail Point (262) 695-9200
 1088 Quail Court, **Pewaukee**, WI 53072

The Silvernail.....(262) 896-2100
 2451 Silvernail Road **Pewaukee** WI 53072

Sussex Mill Apartment.....(262) 820-1118
 W240 N6345 Maple Avenue **Sussex** WI 53089

Arcadian Apartments.....(262) 544-0000
 222 Arcadian Avenue **Waukesha**, WI 53186

Arcadian Springs Apartments.....(262) 544-0311
 900 N. Hartwell Avenue **Waukesha**, WI 53186

Avalon Square.....(262) 446-9300
 222 Park Place **Waukesha** WI 53186

Brookfield Highlands.....(414) 798-9898
 20825 George Hunt Circle Suite 708 **Waukesha** WI 53186

Ccls Apartment Program.....(262) 549-9491
 716 N. Barstow Street **Waukesha**, WI 53186

Fox Point Village Apartments.....(262) 547-2191
 2000 Oakdale Drive **Waukesha**, WI 53189

Hickory Hill Apartments.....(414) 476-1481
 1422 W Racine Ave **Waukesha** WI 53188

Hickory Hill Apartments.....(262) 542-8733
 1219 S. Grandview Blvd **Waukesha** WI 53188

Hillcrest Apartments.....(262) 549-4810
 1804 S. Grand Ave **Waukesha** WI 53189

Hillcrest Apartments.....(262) 548-8898
 114 Hinman Ave **Waukesha** WI 53186

Hillside Village Apartments.....(262) 544-4976
 1606 Swartz Drive **Waukesha** WI 53188

Main Street Plaza Apartments.....(262) 547-0818
 234 W. Main Street **Waukesha** WI 53186

Monterey Apartments.....(262) 549-1212
2725 N. University Drive **Waukesha** WI 53188

Moreland Grove Apartment Homes for Seniors..(262) 549-2400
790 W Moreland Boulevard Suite 100 **Waukesha**, WI 53188

Morningside Hills Apartments.....(262) 542-4515
309 Sheffield Rd **Waukesha** WI 53186

Mountain Village Apartments.....(262) 547-9802
304 W. North Street **Waukesha** WI 53188

***Oak Hill Terrace**.....(262) 548-1457
1805 Kensington Dr. **Waukesha** WI 53188

***Oak Hill Village**(262) 548-1449
1800 Kensington Drive **Waukesha** WI 53188

Pebble Place Apartments.....(262) 548-0455
2701 N. University Drive **Waukesha** WI 53188

Pebble Valley Village Apartments.....(262) 542-2381
2417 Pebble Valley Rd **Waukesha** WI 53188

Pine Point Apartments.....(262) 970-0248
156 S. Grand Ave **Waukesha** WI 53186

Pleasantview Senior Apartments.....(262) 547-7911
2111 Patricia Lane **Waukesha** WI 53188

River's Edge Apartments II.....(262) 547-4488
100 Corrina Boulevard **Waukesha** WI 53186

Riverwalk Apartments.....(262) 544-1412
806 Riverwalk Dr **Waukesha** WI 53188

Springdale Apartments.....(262) 547-6621
2415 Springdale Rd **Waukesha** WI 53186

Summit Woods.....(262) 521-1388
2501 Summit Avenue **Waukesha** WI 53188

Sunset Apartments.....(262) 547-1829
1512 Big Bend **Waukesha** WI 53186

Sunset Heights Apartments.....(262) 547-9764
1926 Madera St **Waukesha** WI 53189

West Grove Apartments.....(262) 544-6900
Management Office: 2115 Kensington Dr **Waukesha** WI 53188

Westwind Apartments.....(262) 650-9933
22133 Davidson Rd **Waukesha** WI 53186

Willow Creek Apartments.....(262) 782-0009
2420 Parklawn Dr **Waukesha** WI 53186

Willow Park Apartments.....(262) 548-9786
1001 Delafield St **Waukesha** WI 53188

Allows Pets:
Cedar Ridge Retirement Community/West Bend(262) 338-8377

Allows Cats:
Milwaukee Catholic Home.....(414) 224-9700
2462 N Prospect Avenue **Milwaukee**, WI 53211

ASSISTED LIVING (Independent with some assistance)
Assisted Living provides a residential environment for older adults who need some supportive services to help them maintain as independent a lifestyle as possible. Assistance with activities of daily living is provided, including bathing, dressing, and housekeeping.

Assisted Living Federation Assoc of America
.....(703) 691-8100

Where to Find Information of Assisting Living in Wisconsin:
The following websites provide information on the three types of assisted living in Wisconsin. Community Based Residential

Facilities (CBRFs), Residential Apartment Complexes (RCACs), and Adult Family Homes (AFHs).

Regulations:

CBRFs: <http://www.legis.state.wi.us/rsb/code/hfs/hfs083.pdf>

RCACs: <http://www.legis.state.wi.us/rsb/code/hfs/hfs089.pdf>

AFHs: <http://www.legis.state.wi.us/rsb/code/hfs/hfs088.pdf>

Directories:

CBRFs:

<http://www.dhfs.state.wi.us/bqaconsumer/AssistedLiving/cbrfdir.pdf>

RCACs:

<http://www.dhfs.state.wi.us/bqaconsumer/AssistedLiving/rcacdir.pdf>

AFHs:

<http://www.dhfs.state.wi.us/bqaconsumer/AssistedLiving/afhdir.pdf>

Sources of Funding for Resident Care:

Program summaries and links:

<http://www.wiaffordableassistedliving.org/funding/public.html>

COP and COP-Waiver: http://www.dhfs.state.wi.us/ltc_cop/COP.HTM

Medicaid card: <http://www.dhfs.state.wi.us/Medicaid/index.htm>

SSI: <http://www.dhfs.state.wi.us/SSI/>

Quality Assurance/Client Rights

Client Rights & Grievance Information and Forms:

<http://www.dhfs.state.wi.us/bqaconsumer/publications/ClientsRtsPubs.htm>

Affordable Assisted Living- Financing, operations, design & more:

www.Wiaffordableassistedliving.org

RESIDENTIAL CARE APARTMENT COMPLEXES

*(Listed alphabetically by community) *Accepts Pets*

An Assisted Living Facility is a place where 5 or more adults reside that consists of independent apartments, each of which has an individual lockable entrance and exit, a kitchen, including a stove, and individual bathroom, sleeping and living areas, and that provides, to a person who resides in the place, not more than 28 hours per week of services that are supportive, personal and nursing services.

CERTIFIED FACILITY: Will serve private pay individuals and/or those who need access to public funding (COP Waiver):

Brookfield Regency.....(262) 780-0321
777 N Brookfield Road **Brookfield** WI 53045

Cambridge House of Hartland.....(414) 327-8170
300 E North Shore Dr **Hartland** WI 53029

***The Arboretum**.....(262) 253-0909
W180 N7890 Town Hall Road **Menomonee Falls**, WI 53051

Linden Ridge.....(262) 363-6830
841 County Road NN E **Mukwonago** WI 53149

Muskego Regency.....(262) 679-0888
W181 S8540 Lodge Boulevard **Muskego** WI 53150

Applewood II.....(262) 784-2550
2898 S Moorland Road **New Berlin** WI 53151

National Regency.....(262) 789-1699
13750 W National Avenue **New Berlin** WI 53151

Shorehaven Tower.....(262) 567-1415
1305 W Wisconsin Avenue **Oconomowoc** WI 53066

***Wilkinson Woods**.....(262) 567-1166
999 E Summit Avenue **Oconomowoc** WI 53066

Kirkland Crossing.....(262) 695-5800
700 Quinlan Dr **Pewaukee** WI 53072

***Wyndham House of Pewaukee**.....(262) 695-6413
1109 Cecelia Dr **Pewaukee** WI 53072

***Oak Hill Terrace**.....(262) 548-1457
1805 Kensington Drive **Waukesha** WI 53188

Linden Heights.....(262) 524-1180
427 N University Drive **Waukesha**, WI 53188

REGISTERED FACILITY: Will serve private pay individuals only
(Listed alphabetically by community)

Congregational Home (262) 781-0550
..... Fax (262) 781-0559
3150 Lilly Road **Brookfield** WI 53005-7632

Tamarack Place (262) 255-4441
N84 W17147 Menomonee Ave **Menomonee Falls** WI 53051

Avalon Square (262) 446-9300
222 Park Place **Waukesha** WI 53186

GROUP HOMES (CBRFs) in Waukesha County

Group Homes or CBRFs (Community-Based Residential Facilities) are licensed by the State. CBRFs are for older people who are not able to live independently but do not require nursing home services. CBRFs may have single or double bedroom units or independent apartments with communal space for residents and are categorized as follows:

CLASS A ambulatory (AA) - serves only residents who are ambulatory, mentally and physically capable of responding to an electronic fire alarm and exiting the facility without any help or verbal or physical prompting.

CLASS A semi ambulatory (AS) - serves only residents who are ambulatory or semi ambulatory, mentally and physically capable of responding to an electronic fire alarm and exiting the facility without any help or verbal or physical prompting.

CLASS A non-ambulatory (ANA) - serves residents who are ambulatory, semi ambulatory or non-ambulatory but only if they are mentally and physically capable of responding to an electronic fire alarm and exiting the facility without any help or verbal or physical prompting.

CLASS C ambulatory (CA) - serves only residents who are ambulatory but one or more of whom are not mentally capable of

responding to an electronic fire alarm and exiting the facility without any help or verbal or physical prompting.

CLASS C semi ambulatory (CS) - serves only residents who are ambulatory or semi ambulatory but one or more of whom are not physically or mentally capable of responding to an electronic fire alarm and exiting the facility without help or verbal or physical prompting.

CLASS C non-ambulatory (CNA) - serves only residents who are ambulatory, semi ambulatory or non-ambulatory but one or more of who are not physically or mentally capable of responding to an electronic fire alarm and exiting the facility without help or verbal or physical prompting.

CBRFs also have Target Groups to meet different needs. These groups are denoted as follows:

AA
Advanced Aged (60+ years)

PD
Physically Disabled

ALZ
Irreversible dementia /
Alzheimers

PWC
Pregnant women who need
counseling

DD
Developmentally disabled

CC
Correctional clients

MH
Emotionally disturbed / Mental
illness

TI
Terminally ill

ADA
Alcohol/Drug Abuse

TBI
Traumatic brain injury

ADS
Persons with acquired
immunodeficiency syndrome
(AIDS)

(Listed alphabetically by community)

A Loving Home (262) 827-0666
..... Fax (262) 827-0580

21470 Lees Court **Brookfield** WI 53045
Capacity: 8 Class: AS Target Group: AA, ALZ

Alterra Clare Bridge of Brookfield..... (262) 781-5220
..... Fax (262) 781-7304

15100 W Capitol Drive **Brookfield** WI 53005
Capacity: 24 Class: CNA Target Group: AA, ALZ, PD

Benington Home (262) 786-6000
..... Fax (262) 786-2092

18950 Benington Drive **Brookfield** WI 53045
Capacity: 8 Class: CS Target Group: AA, ALZ

Brookfield Gardens (262) 789-7499
..... Fax (262) 789-8089

660 Woelfel Road **Brookfield** WI 53045
Capacity: 64 Class: CNA Target Group: AA, ALZ

Fairview Elm Grove Place (262) 786-5900
..... (262) 789-7848

260 S Elm Grove Road **Brookfield** WI 53005
Capacity: 12 Class: CS Target Group: AA, ALZ

Fairview Meadows (262) 786-5900
..... (262) 827-1163

2310 East Hillsdale Drive **Brookfield** WI 53005
Capacity: 8 Class: CS Target Group: AA, ALZ

Fairview Forest Grove (262) 786-5900
13800 Forest Grove Road **Brookfield** WI 53005

Capacity: 8 Class: CS Target Group: AA, ALZ

Fairview Hawthorne Court..... (262) 786-5900
..... (262) 798-1594

470 Scarlet Hawthorne Court **Brookfield** WI 53045
Capacity: 8 Class: CS Target Group: AA, ALZ

New Perspective Brookfield I.....(262) 827-9017
16720 W Greenfield Avenue **Brookfield** WI 53005
Capacity: 15 Class: CNA Target Group: ALZ

New Perspective Brookfield II.....(262) 821-1180
16690 W Greenfield Avenue **Brookfield** WI 53005
Capacity: 15 Class: CNA Target Group: AA, ALZ

Cedar Ridge Family Care II.....(262) 646-4960
W325 Oakwood Drive **Delafield** WI 53018
(Christian Scientist only)
Capacity: 8 Class: AS Target Group: AA

Prairie Woods.....(262) 473-0480
131 Woods Rd **Delafield** WI 53018
Capacity: 8 Class: AA Target Group: Eating Disorders

Twin Oaks.....(262) 646-4146
N4 W31511 Twin Oaks Drive **Delafield** WI 53018
Capacity: 8 Class: CNA Target Group: AA, ALZ, PD

Hanson House.....(262) 965-2162
240 Wolf Rd **Dousman** WI 53118
Capacity: 14 Class: AA Target Group: DD

Riverside Lodge.....(262) 965-9397
410 N. Main Street **Dousman** WI 53118
Capacity: 20 Class: CNA Target Group: AA, ALZ

Wisconsin Masonic Home.....(262) 965-2111
..... Fax (262) 965-9285
36225 Sunset Drive **Dousman** WI 53118
Capacity: 20 Class: AS Target Group: AA

Fairview House.....(262) 786-5900
1820 Westmoor Terrace **Elm Grove** WI 53122
Capacity: 8 Class: CNA Target Group: AA, ALZ

Gatehouse.....(262) 367-0644
123 Lawn St **Hartland** WI 53029
Capacity: 16 Class: AA Target Group: DD

Victorian Villa of Hartland.....(262) 369-4391
 327 b North Ave **Hartland** WI 53029
 Capacity: 20 Class: CAN Target Group: AA, ALZ

The Arboretum V LLC.....(262) 253-0909
 W180 N7890 Town Hall Road **Menomonee Falls** WI 53051
 Capacity: 87 Class: CNA Target Group: AA

Fairview Senior Home.....(262) 786-5900
 N51 W16244 Fair Oak Parkway **Menomonee Falls** WI 53051
 Capacity: 10 Class: CS Target Group: AA, ALZ

Hartfel House.....(262) 251-1265
 N88 W17630 Christman Rd **Menomonee Falls** WI 53051
 Capacity: 8 Class: AA Target Group: DD

Heritage Court.....(262) 781-6930
 14250 W Hampton Av **Menomonee Falls** WI 53051
 Capacity: 36 Class: CNA Target Group: ALZ

Hil Hawthorne House.....(262) 703-0544
 N60 W15734 W Hawthorne Dr **Menomonee Falls** WI 53051
 Capacity: 7 Class: CNA Target Group: DD,PD

Maple Road Group Home.....(262) 253-9827
 W187 N8581 Maple Rd **Menomonee Falls** WI 53051
 Capacity: 8 Class: CS Target Group: DD, HD, PD

Ranch Community Services.....(262) 251-8670
 W187 N8661 Maple Rd **Menomonee Falls** WI 53051
 Capacity: 5 Class: CNA Target Group: DD

Riverview Village LLC.....(262) 255-2557
(800) 821-8008
 W176 N9430 RiverCrest Drive **Menomonee Falls** WI 53051
 Capacity: 48 Class: CAN Target Group: AA, ALZ

Turner's Point.....(414) 365-9321
 6556 N 83rd St **Milwaukee** WI 53223
 Capacity: 4 Class: AA Target Group: DD, MH, ALZ

Birchrock Corners LLC.....(262) 363-9998
 210 Mc Divitt Lane **Mukwonago** WI 53149
 Capacity: 20 Class: CNA Target Group: AA, ALZ

Linden Court.....(262) 363-6830
 845 County Rd NN E **Mukwonago** WI 53149
 Capacity: 20 Class: CNA Target Group: AA, ALZ

Brotoloc Muskego.....(414) 525-0307
 S68 W12699 Bristlecone Ln **Muskego** WI 53150
 Capacity: 6 Class: CNA Target Group: DD, MH, PD

Muskego RCF (Nursing Home).....(262) 679-0246
 S77 W18690 Janesville Road **Muskego** WI 53150
 Capacity: 17 Class: CNA Target Group: AA, ALZ, PD, TI

Andes Residential Facility LLC.....(262) 785-0180
 12850-60 W Euclid Drive **New Berlin** WI 53151
 Capacity: 8 Class: AS Target Group: AA, ALZ

Applewood New Berlin.....(262) 784-2550
 2900 S Moorland Road **New Berlin** WI 53151
 Capacity: 20 Class: CNA Target Group: AA

Brookside CBRF Inc.....(262) 821-1406
 2405 S Brookside Parkway **New Berlin** WI 53151
 Capacity: 8 Class: CNA Target Group: AA, ALZ

Country Castle Home LLC.....(414) 491-3380
 21530 Lochleven Lane **New Berlin** WI 53146
 A gerontologist will visit quarterly.
 Capacity: 8 Class: CNA Target Group: AA, ALZ, PD

Golden Oaks Home.....(262) 544-1189
 21600 W Cleveland Avenue **New Berlin** WI 53146
 Capacity: 12 Class: AS Target Group: AA, ALZ

Heritage At Deer Creek.....(262) 789-6600
 3585 S 147th St **New Berlin** WI 53151
 Capacity: 33 Class: CNA Target Group: ALZ

Hil Skyline House.....(414) 427-0600
 5265 S Skyline Dr **New Berlin** WI 53151
 Capacity: 5 Class: CNA Target Group: DD, PD

Rainbow Terrace.....(262) 782-5777
 15831 W Santa Rosa Boulevard **New Berlin** WI 53151
 Capacity: 8 Class: AS Target Group: AA, MH

Andrew Home.....(262) 569-6328
 909 Old Tower Rd **Oconomowoc** WI 53066
 Capacity: 8 Class: AA Target Group: DD

Anthony Home.....(262) 569-6328
 1231 Blue Dahlia Rd **Oconomowoc** WI 53066
 Capacity: 8 Class: AA Target Group: DD

Austin Hall.....(262) 569-5514
 36100 Genesee Lake Rd **Oconomowoc** WI 53066
 Capacity: 6 Class: AA Target Group: DD

Casey House.....(262) 569-5532
 36100 Genesee Lake Rd **Oconomowoc** WI 53066
 Capacity: 7 Class: AA Target Group: DD

Curtis Hall.....(262) 569-5536
 36100 Genesee Lake Rd **Oconomowoc** WI 53066
 Capacity: 8 Class: AA Target Group: DD

Chateau LeBlanc.....(262) 369-6312
 N27 W30818 Golf Hills Road **Pewaukee** WI 53072
 Capacity: 8 Class: CNA Target Group: AA, ALZ

Hil Crescent House.....(262) 695-1105
 W228 N4043 Crescent Dr **Pewaukee** WI 53072
 Capacity: 5 Class: CS Target Group: DD

Hil Crescent House.....(262) 695-1105

W228 N4043 Crescent Dr **Pewaukee** WI 53072
 Capacity: 5 Class: CS Target Group: DD

Hil Deer Haven.....(262) 569-5520
 N26 W26286 **Pewaukee** WI 53072
 Capacity: 8 Class: CNA Target Group: DD

Hil Lakeview.....(262) 691-4162
 504 W Wisconsin Av **Pewaukee** WI 53072
 Capacity: 8 Class: AA Target Group: MD

Hil Pewaukee House.....(262) 691-3942
 303 Oakton Av **Pewaukee** WI 53072
 Capacity: 8 Class: AA Target Group: MD

Kirkland Crossing.....(262) 695-9483
 700 Quinlan Dr **Pewaukee** WI 53072
 Capacity: 20 Class: CNA Target Group: AA, ALZ

Lynnwood of Delafield.....(262) 367-9677
 W302 N1632 Maple Ave **Pewaukee** WI 53072
 Capacity: 8 Class: CNA Target Group: AA

Sunnyridge Home.....(262) 691-7157
 1302 Sunnyridge Road **Pewaukee** WI 53072
 Capacity: 20 Class: CS Target Group: AA

Wyndham House Memory Care.....(262) 695-6413
 1109 Cecelia Drive **Pewaukee** WI 53072
 Capacity: 20 Class: CNA Target Group: AA, ALZ

Alterra Sterling House of Sussex.....(262) 820-0330
 W240 N6351 Maple Avenue **Sussex** WI 53089
 Capacity: 20 Class: CNA Target Group: AA, ALZ

Good Hope Manor.....(262) 246-8421
 N71 W22745 Good Hope Road **Sussex** WI 53089
 Capacity: 8 Class: AS Target Group: AA

Avalon Square Inc.....(262) 547-6741
 222 Park Place **Waukesha** WI 53186

Capacity: 27 Class: CNA Target Group: AA, ALZ

CCLS Kilps Dr.....(262) 547-4299

2011 2013 Kilps Dr **Waukesha** WI 53186

Capacity: 8 Class: AA Target Group: DD

CCLS Victoria Dr.....(262) 549-9694

1425 Victoria Dr **Waukesha** WI 53186

Capacity: 8 Class: AA Target Group: DD

CCLS Welsh Court.....(262) 547-6267

2704 2706 Welsh Ct **Waukesha** WI 53186

Capacity: 8 Class: AA Target Group: DD

Century House.....(262) 544-6233

1130 Northview Rd **Waukesha** WI 53186

Capacity: 12 Class: AA Target Group: ADA

Clarion Manor.....(262) 798-1825

21325 Clarion Lane **Waukesha** WI 53186

Capacity: 8 Class: AS Target Group: AA, MH

Creative Community Living Services..... (262) 549-4348

1606 Oakdale Dr **Waukesha** WI 53186

Capacity: 8 Class: AA Target Group: DD

Genesis Halfway House..... (262) 544-0711

1002 Motor Av **Waukesha** WI 53188

Capacity: 10 Class: AA Target Group: ADA

Hil Canaan..... (262) 524-8467

443 445 Freeman St **Waukesha** WI 53188

Capacity: 8 Class: CA Target Group: DD

Hil Jordan House..... (262) 524-3431

2165 Laura Ln **Waukesha** WI 53186

Capacity: 8 Class: AA Target Group: MD

Hil Orchard Knoll..... (262) 544-9783

1500 Northview Rd **Waukesha** WI 53186

Capacity: 5 Class: AA Target Group: DD

House of Hope..... (262) 542-2663

325 Sentinel Dr **Waukesha** WI 53189

Capacity: 16 Class: AA Target Group: ADA

Linden Heights.....(262) 524-1180

427 N University Drive **Waukesha** WI 53188

Capacity: 63 Class: CNA Target Group: AA

Marion House.....(262) 547-0870

401 S Prairie St **Waukesha** WI 53186

Capacity: 8 Class: AA Target Group: MH

Oak Hill Terrace.....(262) 548-1457

1805 Kensington Drive **Waukesha** WI 53188

Capacity: 160 Class: CNA Target Group: AA, ALZ

ADULT FAMILY HOMES (Additional list of Adult Family Homes call (262) 548-7212) (Many homes available for younger clients age 18-59.)

If you are looking for a 1–2 bed, Adult Family Home certified by the county, call the County Family Coordinator at (262) 548-7212. If you are looking for a 3–4 bed, Adult Family Home, call the State of Wisconsin Division of Disability and Elder Service at (424) 227-2005.

Community Adult Homes.....(262) 367-4853

1038 E Capitol Drive **Hartland** WI 53029

Capacity: 4 Target Group: DD, AA

Christian FamilyCare Homes.....(262) 547-9550

1128 Green Valley Drive **Waukesha** WI 53186

Capacity: 4 Target Group: AA, MH, PD

Christian Family Care Homes.....(262) 547-9550

2031 Manhattan Drive **Waukesha** WI 53188

Capacity: 4 Target Group: AA, ALZ, MH, PD, TI, DD, TBI

Christian Family Care Homes.....(262) 547-9550

1505 Michigan Ave **Waukesha** WI 53188
Capacity: 4 Target Group: AA, DD, MH, ALZ, PD, TI

Sunset View Adult Family Home.....(262) 968-3586
W280 S3461 Townline Road **Waukesha** WI 53189
Capacity: 4 Target Group: AA, ALZ, PD

NURSING HOMES - (All nursing homes listed below accept
Alzheimer's clients)

(Listed alphabetically by community)

Care-Age of Brookfield.....(262) 821-3939
1755 N Barker Road **Brookfield** WI 53045

Congregational Home (262) 781-0550
.....Fax (262) 781-0559
3150 Lilly Road **Brookfield** WI 53005-7632

Franciscan Woods Nursing Home.....(262) 785-1114
19525 W North Avenue **Brookfield** WI 53045

Woodland Health Center.....(262) 782-0230
18740 W Bluemound Road **Brookfield** WI 53045

Wisconsin Masonic Home.....(262) 965-9520
400 N Main Street **Dousman** WI 53118

Linden Grove Health Care Center.....262) 253-2700
W180 N8071 Town Hall Road **Menomonee Falls** WI 53051

Menomonee Falls Health Care Center.....(262) 255-1180
N84 W17049 Menomonee Ave **Menomonee Falls** 53051

Linden Grove Health Care Center-Mukwonago (262) 363-6830
837 County Road NN East **Mukwonago** WI 53149

Muskego Nursing Home.....(262) 679-0246
S77 W18690 Janesville Road **Muskego** WI 53150

Tudor Oaks.....(414) 529-0200

S77 W12929 McShane Drive **Muskego** WI 53150

Linden Grove Health Care Center.....(262) 796-3660
13755 W Fieldpointe Drive **New Berlin** WI 53151

Shorehaven Health Center.....(262) 567-8341
1306 W Wisconsin Avenue **Oconomowoc** WI 53066

River Hills West Health Care Center.....(262) 691-2300
321 Riverside Drive **Pewaukee** WI 53072

Heartland Health Care Center – Pewaukee.....(262) 523-0933
N26 W23977 Watertown Road **Waukesha** WI 53188

Linden Grove Health Care Center.....262) 524-6400
425 N University Avenue **Waukesha** WI 53188

The Virginia Health & Rehab Center.....(262) 547-2123
1451 Cleveland Avenue **Waukesha** WI 53186

Waukesha Springs Health & Rehabilitation.....(262) 548-1400
1810 Kensington Drive **Waukesha** WI 53188

**CALL MILWAUKEE INTERFAITH, (414) 291-7500, FOR
NURSING HOME COSTS, OPENINGS, AND INFORMATION
FOR SEVERAL COUNTIES.**

MOVING ASSISTANCE

Assistance with moving small amounts of items

**COOPERATING CONGREGATIONS OF WAUKESHA
COUNTY**.....(262) 549-8726
The Resettlers Inc......(414) 265-8076
PO Box 187 **Cedar Grove** WI 53013 www.resettlers.com

HOME MAINTENANCE

La Casa de Esperanza.....(262) 970-0539

410 Arcadian Avenue **Waukesha** WI 53186

Service: Weatherization Program. Insulating and ventilating attics, weather-stripping, replace windows and doors, and replacing broken glass. **Eligibility:** Low-income homeowners.

Community Housing Initiative.....(262) 650-3624

1717 Paramount Drive **Waukesha** WI 53186

Service: Home repairs, home maintenance, ramps, home loans and grants.

Eligibility: Call for eligibility guidelines.

Ram/60 Project.....(262) 524-3747

Service: Financial aid for emergency repairs and basic home improvements.

Eligibility: Income-eligible City of Waukesha homeowners 60 years and above.

Interfaith Caregiving Network Inc......(262) 549-3348

Service: Window washing, snow removal, leaf raking, grocery shopping, storms and screens, lawn mowing, errands, minor home repairs and friendly visiting.

Cost: No charge, donations encouraged.

WHEDA.....(800) 334-6873

(Wisconsin Housing Economic Development Authority)

Waukesha City Hall (Home Rehabilitation).....(262) 524-3747

Planning Department.....(262) 524-3750

RENT ASSISTANCE/COUNSELING/MEDIATION

Hebron House.....(262) 549-8720

134 W North Street Waukesha WI 53188

Service: Case management, housing loans and assistance to find an apartment.

Housing Authority of Waukesha, Inc.

120 Corrina Boulevard Waukesha WI 53186

City of Waukesha Programs (262) 542-2262

County of Waukesha Programs (262) 549-3284

Service: Administers federally funded housing programs for low-income and/or disabled older people; also provides rental assistance and public housing.

Landlord/Tenant Automated Law Helpline..... (414) 272-6952

Independence First Access - Disabled .. (414) 291-7520 #260

INSURANCE

Insurance Complaint Hotline (800) 236-8517

Medigap Hotline (800) 242-1060

Service: Provides information and counseling to Wisconsin residents on health insurance in addition to Medicare (i.e. Medicare supplemental insurance, hospital indemnity, cancer, long-term and nursing home insurance). Also, information on health insurance risk-sharing plan, group insurance continuation conversion rights, and health maintenance organization plans for Medicare beneficiaries.

Medicare Plus Choice..... (262) 821-4444 or (877) 333-0202

Incorrect Medicare Claim by Dr's Office.....(877) 567-7176

Medicare Part B Carrier Automated system

Office of the Commissioner of Insurance(800) 236-8517

P O Box 7837 Madison WI 53707(608) 266-0110

Service: Insurance consumer publications available. To make a complaint about your auto, life or private health insurance.

Waukesha Chamber of Commerce(262) 542-4249

223 Wisconsin Avenue Waukesha WI 53186

Service: Answers questions about health insurance.

Cost: No charge.

Intake: Call with questions or to make appointment.

Partnercare(262) 548-7828

Service: Card will help you determine if your physician may accept Medicare assignment.

LAW ENFORCEMENT AGENCIES

ALL EMERGENCIES SHOULD CALL 911.

- member of new dispatch center.....(262) 446-5070
- * has a social worker on staff
- Village of **Big Bend** Police Department..... (262) 662-3782
- City of **Brookfield** Police Department *..... (262) 782-6200
- Town of **Brookfield** Police Department..... (262) 796-3798
- Village of **Butler** Police Department..... (262) 250-5099
- Village of **Chenequa** Police Department (262) 367-2145
- City of **Delafield** Police Department (262) 646-6240
- Village of **Dousman** Police Department..... (262) 965-4262
- Village of **Eagle** Police Department..... (262) 363-7805
- Village of **Elm Grove** Police Department (262) 786-4141
- Village of **Hartland** Police Department..... (262) 367-2323
- Village of **Lac LaBelle** Police Department (262) 567-4401
- Village of **Lannon** Police Department (262) 251-4930
- Village of **Menomonee Falls** Police Dept *..... (262) 532-8700
- Village of **Mukwonago** Police Department..... (262) 363-6434
- Town of **Mukwonago** Police Department..... (262) 363-5188
- City of **Muskego** Police Department (262) 679-4130
- City of **New Berlin** Police Department *..... (262) 782-6640
- City & Town of **Oconomowoc** Police Department
..... (262) 567-4401
- Village of **Oconomowoc Lake** Police Dept..... (262) 567-4401
- City of **Pewaukee** Police Department..... (262) 691-0921
- Village of **Pewaukee** Police Department (262) 691-5678
- Town of **Summit** Police Department..... (262) 567-1134
- City of **Waukesha** Police Department *..... (262) 524-3831
- Waukesha County** Sheriff's Department (262) 548-7117

Call Sheriff's Department for ALL towns & villages listed below
.....(262) 548-7117

- Town of **Delafield**
- Town of **Genesee**
- Town of **Lisbon**
- Town of **Ottawa**
- Town of **Vernon**
- Town of **Waukesha**
- Village of **Dousman**
- Village of **Merton**
- Village of **Nashotah**
- Village of **North Prairie**
- Village of **Sussex**
- Village of **Wales**

LEGAL ASSISTANCE

Legal issues to consider when a person is (or may become) incapacitated:

- The management of the persons' financial affairs during his or her lifetime;
- The management of the person's personal care, for example, medical decisions, residence, placement in a nursing facility, etc.
- Arranging for payment of long-term care-use of private insurance, Medicare, Medicaid and Supplemental Security Income (SSI)
- Preserving the family assets-ensuring that the patient's spouse and family are adequately protected; and
- The distribution of the person's assets on his/her death.

Q: When should an attorney be consulted?

Consult an attorney as early as possible. The maximum number of planning options will be available while the patient still has the legal capacity to make his or her own decisions. The question of capacity is a gray area, and it has to be determined on a case-by-case basis.

ADA Publications Helpline..... (800) 669-3362

Provides information on issues concerning the Americans with Disability Act.

Waukesha County District Attorney..... (262) 548-7071

515 W Moreland Boulevard Waukesha WI 53188

Service: Victim/Witness Program - Offers assistance and comfort to crime victims through various services: support groups

for families of homicide victims; escort and support in court; continuous update on progress of cases through justice system; information on crime victim compensation and restitution.

Immigration and Naturalization (800) 375-5283
<http://www.ins.usdoj.gov>

Landlord/Tenant Concerns (414) 272-6952

Retired & Senior Volunteer Program.....(262) 544-9559
310 South Street Waukesha WI 53186 **Service:** Guardianship

Mediation Center of Waukesha County (262) 544-1647
414 W Moreland Blvd Rm 204 Waukesha WI 53188

Service: A volunteer professional mediator to help resolve disputes between neighbors, friends, family members, landlords and tenants, merchants and consumers, employers and employees. Spanish-speaking mediators available.

Cost: No charge for first session.

Waukesha County Dept of Senior Services ... (262) 548-7828
1320 Pewaukee Road Room 130 Waukesha WI 53188

Service: Benefit Counseling assists in Medicare and medical bills, Social Security, Supplemental Security Income (SSI), Supplemental Medical Insurance, Housing - tenant/landlord problems, and eligibility rules in application for Title19 benefits, Spousal impoverishment laws, Reverse Mortgage counseling, Guardianship, Advance directives (living will, power of attorney health care) and Power of Attorney information, and other legal/benefit problems

Cost: No charge; however, donations are requested.

Eligibility: County residents 60 years and older.

Waukesha County Health & Human Services (262) 548-7212
500 Riverview Avenue Waukesha WI 53188

Service: Guardianship - Provides assistance with filing a petition with the court to appoint a guardian for a person who is

substantially unable to care for him/herself.

Service: Protective Placement - Offers assistance in securing protective placement of persons deemed legally incompetent and who are at risk of serious harm to themselves or others.

Placement may occur in their homes or in alternative settings.

Intake: Call for more details.

Eligibility: Low-income individuals/families.

AARP-American Assoc of Retired Persons ... (800) 424-3410

Alliance for Aging Research..... (202) 293-2856
Report available on Aging Health Research

Legal Advocacy Project (Women's Center) (262) 896-8243
726 N East Avenue Waukesha WI 53186

Service: Provides service in obtaining restraining & harassment orders, provides advocacy with regard to domestic & sexual abuse.

American Association for Geriatric Psychiatry (301) 654-7850
7910 Woodmont Ave Bethesda MD 20814-3004

Lawyer Hotline (Wisconsin State Bar Association)
(Referral & Information) (800) 362-9082

Legal Action of Wisconsin..... (414) 278-7722
230 W Wells Street Room 800 Milwaukee WI 53203

Service: Legal advocacy services for Milwaukee County residents 60 years and older.

National Academy of Elder Law Attorneys Inc 520-881-4005
Cooperating Congregations of Greater Waukesha

..... (262) 549-8729
401 W. Main Street Waukesha WI 53186

Service: Paralegal assistance.

American Bar Association Commission Law & Aging
..... (202) 662-8690

Self Help Court.....(262) 548-7524

515 W Moreland Blvd #C108 **Waukesha** WI 53188

Service: This program offers family court information and public resources, with a special focus on people representing themselves.

LEISURE ACTIVITIES/ PARKS & RECREATION

Call your local YMCA and ask about their programs and facilities for older people, for example, arthritis and exercise programs, or heated pools.

Travel Tips

- Identification for your luggage-card with name, address and phone number on the inside of every piece of luggage
- Make photocopies of all important documents and keep them in different places and give one to a friend
- Keep a list of important phone numbers for all of your credit and bankcards to cancel if necessary.
- Remove all old tags from your luggage to avoid mix-ups.
- Plan you escape when you get to your room-check fire escape routes.
- Keep kids and pets safe—DO NOT LEAVE IN A PARKED CAR
- Make arrangements with the post office to hold your mail.
- Park under lights when in unfamiliar places.
- DO NOT let your guard down. Never open your motel room door for anyone without calling the front desk first and checking.

America Outdoors US Forest Service..... (414) 297-3693

626 E. Wisconsin Ave, #100, Milwaukee WI 53202

Service: "Golden Passport" annual entrance permits to Federal parks, monuments and recreational areas.

Cost: Fee charged: \$10 - 62 or older, must show ID.

Aurora Women's Pavilion..... (414) 329-5625

.....**Fax (414) 329-5639**

8901 West Lincoln Av **West Allis** WI 53227

Service: Educational, and exercise classes. Call (414) 328-7524

for more information.

Carroll College (262) 524-7373

100 N East Avenue Waukesha WI 53186

Service: Adult Swimming, PT Assessments, theatre, music concerts, convocations, audit classes, library, F.A.C.T. sessions (Family and Caregiving Training)

Donna Lexa Community Art Centers, Inc (262) 521-2292

.....**Classroom (262) 521-1404**

494 W Main St Waukesha WI 53186

Service: Classes in the visual arts for seniors and adults with physical and cognitive disabilities (all medias available), outreach programs, and a gallery shop.

Cost: \$14 per class \$24 enrollment fee

Intake: Call to register - morning, afternoon, evening sessions.

Elderhostel..... (877) 426-8056

11th Avenue De LaFayette Boston MA 02111-1746

Service: Information and catalogs on Elderhostel educational programs. Scholarships available for tuition.

Cost: No charge.

Intake: Write to receive information and catalogs. Catalogs can also be inspected at the Waukesha Public Library.

www.elderhostel.org

Elmbrook Senior Program (262) 796-5728

.....**Fax (262) 796-5752**

(Located in Elmbrook Church)

777 S Barker Road **Brookfield** WI 53045

www.elmbrook.org

Anyone welcome.

Service: Senior Seminars: Classes for seniors. Biblical studies.

Cost: No charge for classes.

Intake: Call to register. Classes held Fridays (other than first) from 10-12 noon.

Service: First Friday Fellowship: Varied programs for senior adults followed by a fellowship lunch. **Cost:** \$5

Intake: Call for reservation.

Service: Fitness Program: Monday, Wednesday & Friday from 9 - 10 am. Walking, range of motion and low impact exercise.

Come, walk and meet new friends. **Cost:** No charge.

Service: Faith in Action: Friendship Program visit lonely older adults.

Friendships Unlimited (262) 549-6123

336 Wisconsin Avenue **Waukesha** WI 53186

Service: Social & recreational center for adults who have a diagnosed chronic mental illness.

Hmong/American Friendship Assoc (414) 344-6575

3824 W Vliet Street **Milwaukee** WI 53208

Service: Sewing classes for elderly women
PAJ NTAUB Circle (1 – 4 pm Tues & Thurs)

La Casa De Esperanza (262) 547-0887

41 Arcadian Ave **Waukesha** WI 53186

Service: Computer classes, English as a second language, weatherization program & medical Spanish classes (WCTC classes on-site)

Service: Service Coordinator Hispanic outreach

La Casa Clinic Barstow Ave **Waukesha** (262) 928-4402

Lao Family Community, Inc. (414) 385-3380

Services: Support, translation services, problem solving

Spring City Corner Club House (262) 549-6460

Service: Social vocational program for adults with mental illness.

Waukesha County Historical Society & Museum

..... (262) 521-2859

..... Fax (262) 521-2865

101 W Main St **Waukesha** WI 53186

(10 am – 4:30 pm Tues Thru Sat)

www.waukehsacountymuseum.org

Waukesha County Genealogical Society (262) 524-8683

Post Office Box 1541 **Waukesha** WI 53187

Services: Genealogy classes meet 4th Wednesday, January thru July and September and October. Call for details.

Waukesha School District Lindholm Bldg (262) 970-1003

222 Maple Ave **Waukesha** WI 53186

Service: Obtain a Lifetime Pass, which permits entry to most art, music, athletic, drama activities in City of Waukesha School District. Must be 62 years of age and live in the district.

Fee: No fee – come in person with ID & proof of age.

University of Wisconsin-Waukesha (262) 521-5445

1500 N University Dr **Waukesha** WI 53188

Service: Lectures, concerts, drama productions, library, art gallery. Seniors can audit credit classes for free. Many opportunities are free. Foreign films.

Cost: Seniors discount available.

Intake: Call to be included on the mailing list.

Waukesha County Parks (262) 548-7801

1320 Pewaukee Road **Waukesha** WI 53188

Service: Discount on annual park entrance sticker for older people.

Cost: Fee charged – \$11 to the parks, 2nd vehicle ½ price

Eligibility: Waukesha County residents, 60 and older.

Intake: Purchase at park office or individual park entrances.

Services: Recreation trails, winter activities

Waukesha County Federated Library System..(262) 896-8080

.....TDD (262) 896-8089

831 N Grand Ave Suite 220 **Waukesha** WI 53186

Special needs librarian/outreach (262) 896-8245

Service: Volunteers deliver library materials (large print books, audiobooks, cassettes, CD, etc.) to the homebound and disabled who are unable to go to the library. Computer classes, assistive

listening and print enlarging devices. 1st Writes Kits, where seniors can lean to tell their story. Also a large selection of reminiscence materials.

Wisconsin Regional Library For the Blind and Physically Handicapped (414) 286-3045
..... (800) 242-8822
..... TDD (414) 286-3548
..... Fax (414) 286-3102
813 W Wells St Milwaukee WI 53233 (9 am – 5pm M-F)

Waukesha Family YMCA
320 E Broadway Waukesha WI 53186 (262) 542-2557
..... Fax (262) 542-1178
Service: Various Exercise Programs for seniors 65 and over.
Membership required at \$47 per month.

YMCA of Pabst Farms (262) 567-7251
..... Fax (262) 244-0088
1750 Valley Road Oconomowoc WI 53066
Service: Joint Movement, Chair Fitness, Ageless Strength
Training Senior Aquacise and walking, Senior Swim M-Sat, Sr.
Club – Social Group Day Trips.

YMCA (Tri-County) (262) 255-9622
N84 W17501 Menomonee Ave Menomonee Falls 53051
Service: Stretch Flex and Balance, Strength Training for Seniors,
Senior Combo, Senior Water Exercise, Joint Effort, Chicago Bus
Trip & Fireside Christmas, Y-swimming seniors. Call for pricing.

Senior Centers

Multi-purpose and drop-in Senior Centers provide recreational, social, and educational activities for older people. Many Centers also serve as site locations for a senior lunch program.

Brookfield Senior Community Center (262) 796-6675
..... FAX (262) 796-6671
2000 N Calhoun Road Brookfield WI 53005
Mon - Fri 9:00 am – 3:00 pm

Kettle Moraine Senior Center (262) 968-6300 Ext. 326
Hwy 18 Wales WI 53183

Menomonee Falls Community/Senior Center (262) 255-8469
..... Fax (262) 255-8475
W152 N8645 Margaret Road Menomonee Falls 53051
Mon – Fri 8:00 am-4:00 pm

Muskego Park & Recreation Department (262) 679-4108
Special programs for older adults

New Berlin Senior Center (262) 784-1396
2600 S Sunnyslope Road New Berlin WI 53151
Mon – 8:30 am – 4:00pm & Wed 8:30 am – 1:00 pm

Oconomowoc Area Senior Center (262) 567-4288
..... FAX (262) 567-0273
1306 W Wisconsin Avenue Oconomowoc WI 53066
Mon – Fri 8:00 am – 4:30 pm
(Commons building-Shorehaven Health Center)

Waukesha Park & Recreation
Schuetze Recreation Center (262) 524-3737
1120 Baxter Street Waukesha WI 53186
(For information on City of Waukesha Senior programs)

Sussex Community Center (262) 246-6447
..... Fax (262) 246-5222
W240 N5765 Maple Avenue Sussex WI 53089
Mon - Fri 8:00 am – 5:00 pm

PETS/WILDLIFE

Humane Animal Welfare Soc of Wauk Co. (262) 542-8851
..... Fax (262) 542-8853

Service: Pet adoption, pet care, grief support group, lost and found pets, training classes, educational tours and programs, and rescue of injured animals or feral cats.

The Kern Foundation, Inc

Service: Financial aid for your pet's medical bills.

Eligibility: Income-eligible county residents willing to pay 50% of the bills and receive veterinary care from participating doctors.

Intake: Obtain a brochure from Dept. of Senior Services.

Complete an application form available from any participating veterinarian. For emergencies, ask your veterinarian for assistance in determining eligibility.

Animal Care Pro's(262) 896-0863

102 S Grandview Blvd **Waukesha** WI 53185

Service: Animal sitting (small & large), walk dogs, play with them while at work for many hours. Fully Bonded & Insured. Fish, cats, dogs, horses, cattle, pigs, and birds. Service while you are home or away.

Lisa's Pampered Pet..... (262) 789-1041

Service: Bathing, brushing, clipping, free pickup/delivery. Taxi service for veterinary services. Senior discounts.

Call Department of Senior Services

for information on pet probate (262) 548-7848

Wildlife In Need Center, Inc (262) 968-5075

W340 S2383 Hwy C **Oconomowoc** WI 53066

Service: Cares for and treats injured wildlife. Call for wild life advice and educational programs.

SERVICES FOR PEOPLE WITH DISABILITIES

ACAP (Adaptive Community Approach Program)

..... **(262) 521-1120**

121 W Wisconsin Ave **Waukesha** WI 53186

Service: To enable people with disabilities to participate within

their communities.

Division of VOC.....(262) 548-5850

141 N W Barstow St **Waukesha** WI 53188

Service: Assist people with disabilities find and keep employment.

Paragon Industries (262) 782-3360

3030 Calhoun Rd New Berlin WI 53151 www.paragon.com

Service: Has exclusive group for individuals with brain injuries.

Community Outings, Specialty Workshops, Therapies, Paid Work Opportunities, Daily Living Skills Coaching

The Threshold (262) 338-1188

600 Rolfs Road West Bend WI 53090

Services: Day program has 4 teams, dependent upon physical needs, assistance needs, behavior needs. One team for persons with brain injuries. Community outings, after hours recreation.

Waukesha County Department of Senior Services

..... **(262) 548-7828**

1320 Pewaukee Road Room 130 **Waukesha** WI 53188

Service: Home modification information and advice on home safety.

Cost: No charge.

Waukesha County Department of Health & Human Services

..... **(262) 548-7212**

500 Riverview Avenue **Waukesha** WI 53188

Service: Assessment and case management.

Cost T-19 billed for assessment and plan, otherwise no charge.

Independence First..... (414) 291-7525

..... **Fax (414) 291-7520**

600 W Virginia St, 4th Fl **Milwaukee** WI 53204

Service: Eligible homeowners that have person with disability in the home may be eligible for loan/grant.

Cost: Costs vary; call for details.

SPECIALIZED TRANSPORTATION

Programs subsidized through the Department of Senior Services:

RideLine (service – up to entry door)
Certifications/Applications(262) 548-7828
Fax (262) 896-8273

RideLine Reservations(262) 650-1000
Fax (262) 650-1029

Service: Lift-equipped vans provide specialized transportation for disabled and older persons. Trips based on priorities: 1) medical, 2) nutrition, 3) work-related, 4) social and respite.

Days/Hours: 6:00am - 6:00pm Monday thru Friday / no Saturday or Sunday transport.

Cost: Fare determined by origin, destination and ability to pay.

Eligibility: Non-driving Waukesha County residents age 65 years and older and individuals under age 65 years who use cane, walker, crutches, wheelchair or scooter, or are legally blind.

Reservations: At least 1 to 2 days advance notice required.

Shared-Fare Taxi Program (service – up to entry door)

Service: Subsidized fares for taxi service in the communities of: Oconomowoc, New Berlin, Waukesha, Muskego, Elm Grove, Brookfield, Butler, Hartland, Nashotah, Delafield & Merton.

Eligibility: Waukesha County residents, non limited drivers, age 65 or older OR Waukesha County residents, non-drivers, ages 18-64 who receive SSI or SSDI.

Cost: Rider pays the first \$3.50 and any amount over \$9

Certification(262) 548-7848
Fax (262) 896-8273

Shared-Fare Taxi Program cardholders' are eligible for subsidized fares with the following taxi providers:

Ann Marie Ryan's Transportation Service

..... (262) 424-8294
Fax (262) 424-7433

Service Areas: City and Town of Waukesha, Brookfield,

Delafield, Oconomowoc, Pewaukee. Limited availability to other Waukesha County areas and outside Waukesha County.

Days/Hours: Hours vary. Reservations recommended.

Costs: Call Taxi Company for cost.

Best Cab of Waukesha(262) 549-6622
Fax (262) 549-1066

Service Areas: Within the City and Town of Waukesha area.

Days/Hours: 24 hours a day/7 days a week.

Cost: Fares are determined by zones.

Elmbrook Senior Taxi Inc.(262) 785-1200

Service Areas: City and Town of Brookfield, Butler, Elm Grove & into Milwaukee County Mayfair area.

Days/Hours: Monday - Friday 9am – 4:30pm;
 Saturday 9am – 12:30pm.

Cost: Call taxi company for cost.

Lake Country Cares Cab Inc.(262) 695-2670
Fax (262) 691-1976

Service Areas: Hartland, Nashotah, Delafield & Merton area.

Days/Hours: Monday – Friday 8:30am-5:00pm

Cost: Call taxi company for cost.

New Berlin Senior Taxi(262) 814-1611

Service Areas: City of New Berlin to Brookfield Square, to Mayfair area, West Allis Medical centers.

Days/Hours: Monday - Friday 9am - 4:30pm

Cost: Call taxi company for cost.

Oconomowoc Silver Streak Inc(262) 567-6404
Fax (262) 569-3238

Service Areas: City and parts of the Town of Oconomowoc and parts of the Town of Summit.

Days/Hours: Monday - Friday 8:30am - 5pm;

Cost: Call taxi company for cost.

Senior Shuttles (call for additional information)

Menomonee Falls Senior Shuttle Reservations

.....(262) 251-4230

.....Fax (262) 251-4291

N87 W17391 Main Street Menomonee Falls WI 53051

Service: Bus transportation within Village of Menomonee Falls

Days/Hours: Tuesday, Wednesday: 9am - 2pm & 4pm to

5pm, Friday: 9am - 2pm; 1st Thurs to Brookfield Square

9 am – 2 pm

Cost: Call for one-way trip cost. \$1

Eligibility: Ambulatory, Village of Menomonee Falls residents 60 years of age and older.

Reservations : 24 hours notice required.

Sussex Senior Shuttle.....(262) 246-6447

.....Fax (262) 246-5222

W240 N5765 Maple Ave Sussex WI 53089

Service: Semi-fixed route. Bus transportation within the Town of Lisbon & Village of Sussex with designated bus stops, some exceptions.

Days/Hours: Monday & Thursday 9am - 1pm 3rd Tuesday to a shopping mall - 9am - 2pm, 1st & 3rd Monday to Wal-Mart.

Cost: \$2 round trip

Eligibility: Ambulatory residents of Village of Sussex & Town of Lisbon who are 60 and older.

Reservations: No reservations needed.

Email: commcenter1@wi.rr.com

Other Specialized Transportation Services:

Elmbrook Memorial Hospital

Reservations for courtesy car or van (262) 785-2400

.....Fax (262) 785-2415

19333 W North Avenue Brookfield WI 53045

Service: For Elmbrook Hospital discharges or outpatient treatment at Elmbrook Memorial Hospital and some offices within the medical office building.

Days/Hours: Mon-Fri 8 am-4: 30pm; Sat 10 am-1 pm.

Eligibility: Courtesy car reservations MUST be made by individual physician's offices or outpatient departments. Individual may call for wheelchair van service. Individual needs to provide own wheelchair. Courtesy car does not go to medical office building. Van goes to both.

Interfaith Caregiving Network Inc (262) 549-3348

.....Fax (262) 549-0436

210 NW Barstow #101 Waukesha WI 53188

Service: For ambulatory persons in need due to aging or disability – depends upon availability of volunteers. (No wheelchairs)

Airport Connections to General Mitchell Airport

and other airports (414) 769-2444

..... (800) 236-5450

Cost: Call for rate.

Reservations: 24-hour notice recommended.

City Express.....(262) 542-8861

.....(800) 236-2028

Service: Waukesha to/from Midway; Waukesha to/from Milwaukee; Waukesha to/from Chicago O'Hare, 7 days/week.

Costs: Call for rates

Waukesha Metro Transit.....(262) 524-3636

.....Fax (262) 524-3646

2311 Badger Drive Waukesha WI 53188

Service: Fixed route system for persons able to use mass transit buses. Serves City & Town of Waukesha, City & Town of Brookfield & Pewaukee. Most buses are equipped with lifts for wheelchairs. **Days/Hours:** Monday - Friday 5:30am - 10:30pm; Saturday 8:00am - 10:00pm; Sunday 9:30am-7:15pm

Waukesha Metro Lift

Certification: for persons with disabilities..... (262) 524-3636

Reservations: At least one day in advance..... (262) 524-3635

.....Fax (262) 524-3646

2311 Badger Drive Waukesha WI 53188

Service: Curb to curb service for the City & Town of Waukesha;

City & Town of Brookfield; and Pewaukee

Days/Hours: Monday through Friday 5:30am - 10:30pm;
Saturday 8am - 10pm; Sunday 9:30am-7:15pm

Cost: Call for trip cost.

Waukesha Metro Transit/ADA Paratransit-

Certification/Applications.....(262) 524-3636

Reservations (next day service)(414) 479-9414

.....**Fax (262) 574-1839**

Service: Lift-equipped specialized transportation within a narrow corridor (approximately ¾ mile either side of I-94 from the city of Waukesha to Lake Michigan).

Days/Hours: Daily/ Mon – Fri. 5:15 am to 10:30 pm.

Eligibility: Persons with disability who are eligible according to the ADA (for those unable to utilize mass transit).

Waukesha County Volunteer Trans Service.....(262) 548-7284

.....**Fax (262) 548-7656**

500 Riverview Drive Waukesha WI 53188

Service: For clients of Waukesha Cty Health & Human Svcs.

ProHealth Care Transportation Services(262) 928-7618

(Waukesha and Oconomowoc Memorial Hospital/Clinics)

.....**Fax (262) 542-3587**

725 American Avenue Waukesha WI 53188

Service: Last resort service for clients using Pro Health Care medical & health care programs at Waukesha Memorial Hospital, Oconomowoc Memorial Hospital, all Waukesha and Oconomowoc Medical Centers & Oconomowoc Adult Day Care.

Days/Hours: Monday - Friday 6:00 a.m. - 6:00 p.m.

Eligibility: Requests Screened. Only accessible through department or facility staff. **Cost:** Call for information.

Reservations: 2 working days in advance.

Ask about a prepaid transportation voucher for medical purposes to other locations outside of ProHealth Care facilities.

Providers of Specialized Transportation for Title 19 and

Private Pay:

Curative Care Network.....(414) 479-9414

.....**Fax (262) 574-1839**

Lifestyles-Medical & Leisure Transportation....(262) 542-5543

Wheelchair accessible transportation. Available weekends and holidays. Service area within 200-mile radius of City of Waukesha.

Meda-Care Vans of Waukesha, Inc.(262) 650-1000

.....**Fax (262) 650-1029**

For additional Specialized Transportation providers:

Look in the Yellow Pages under Transportation - Service for Disabled, or Transportation - Ambulance Service.

Rental Vehicles:

Wheelchair Getaways of Wisconsin, LLC.....(866) 748-3004

Wheelchair accessible vehicles rented on a daily, weekly and monthly basis.

VOLUNTEER OPPORTUNITIES

Elmbrook Church.....(262) 796-5724

777 S Barker Road Brookfield WI 53045

Service: Opportunities to be a part of a small group that fosters friendship and training for volunteer outreach.

Cost: Free

Intake: Call (262) 367-5540 and ask for information on Faith in Action.

Interfaith Caregiving Network Inc.....(262) 549-3348

.....**Fax (262) 549-0436**

210 NW Barstow #109 Waukesha WI 53186

Service: Volunteers provide friendly visiting, telephone reassurance, chores services, transportation, etc.

Retired & Senior Volunteer Program(262) 544-9559

.....**Fax (262) 544-5307**

310 South Street Waukesha WI 53186

Service: Part-time volunteers work in local, non-profit and public health service, recreational and educational agencies.

Elder Peer Volunteer Support Program(262) 544-9559
.....Fax (262) 544-5307

310 South Street Waukesha WI 53186

Service: Volunteers give support to a vulnerable older person.

Volunteer Center of Waukesha County, Inc......(262) 544-0150

2220 Silvernail Road Pewaukee WI 53072

Service: Volunteers work in non-profit service agencies in Waukesha County.

Intake: Call or walk in to make an appointment for registration and referral.

Waukesha County Dept of Senior Services.....(262) 548-7848

.....Fax (262) 896-8273

1320 Pewaukee Rd Room 130 Waukesha WI 53188

Service: Volunteers - set-up, serve, pack meals, register, etc., at senior lunch center sites in the county; deliver meals to the homebound or bring people to lunch center to eat; assist individuals sort through bills, Medicare, legal issues, social security, etc.; visit older adults to serve as a companion; help with record keeping, newsletter, public speaking, typing, filing, etc.; interview older adults who may need services; greet visitors and direct them to office or departments.

Intake: Call the Volunteer Program Specialist for more information (262) 548-7829.

Waukesha County Parks & Land Use Department

.....(262) 548-7801

1320 Pewaukee Road Waukesha WI 53188

Service: Volunteer work at county parks and Retzer Nature Center.

INFORMATION LINES

The following are numbers you can call for special information, to request help or to report suspected cases of illegal activity (in some cases).

American Assoc for **Geriatric Psychiatry and Mental Health**

Foundation (301) 654-7850

American Association of Retired Persons (888) 687-2277

Elderly Legal Assistance Program (888) OUR AARP

American Bar Association Commission on Legal Problems of the Elderly..... (202) 662-8690

American **Cancer** Society..... (800) 227-2345

American Council of the **Blind**..... (800) 424-8666

American **Diabetes** Association (800) 342-2383

American **Dietetic** Association (Dietitians)

Nutrition Information Line..... (800) 366-1655

American **Health** Assistance Foundation (800) 437-2423

American **Heart** Association (800) 242-8721

American **Parkinson's disease** Association..... (800) 223-2732

American **Speech/Language/Hearing** Assoc.... (800) 638-8255

American **Tinnitus** Association (800) 634-8978

ALS Association (SE WI Chapter)
(414) 771-9400

Arthritis Foundation of Wisconsin (800) 242-9945

Association for the Rights of Citizens (ARCH).. (262) 542-9811
with **Handicaps**

A T & T Language Line Service (interpreter) (800) 752-6096

Auto Safety Hotline (800) 424-9393

Bader Association of the **Blind**..... (414) 258-9200

Better **Hearing** Institute (800) 327-9355

Brain Injury Association of Wisconsin (800) 882-9282

Bureau for the **Blind** (888) 879-0017

Caregard.....(414) 727-1946

Center for the **Deaf & Hard of Hearing** (262) 790-1040

Center for the Study of **Pharmacy and Therapeutics** for the Elderly (410) 706-2434

Children of Aging Parents (800) 227-7294

Consumer Product Safety Commission (800) 638-2772

Council of Better Business Bureaus (703) 276-0100

Credit Card Fraud/No Call List (Bur of Protection)(800) 422-7128

Disabled American Veterans (202) 554-3501

Disabled Education Programs Information (800) 424-8567

Domestic Abuse Hotline.....(800) 799-SAFE...(800) 799-7233

Eldercare Locator Line..... (800) 677-1116

(to locate services for elderly in other US cities call between 9am-7pm ET)

Elderhostel..... (877) 426-8056

Environmental Protection Agency..... (800) 490-9198

Equal Employment Opportunity Commission (800) 669-3362

Equal Rights Division (Advocacy)..... (414) 227-4384

Federal Information Center..... (800) 688-9889

(for information from or about more than 125 federal government agencies and departments)

First Call for Help (211)..... (262) 547-3388

Grandparents United.....(904) 223-0559

HIV-AIDS Information Services (800) 448-0440

Housing Discrimination Hotline..... (800) 669-9777

Huntington's Disease Society of America (800) 345-4372

Immigration and Naturalization.....(800) 375-5283

Indian Health Service..... (301) 443-3593

Infosource (University of WI Extension)..... (414) 290-2450

(answers questions on home, family etc, 24 hours a day)

Insurance Complaint Hotline..... (800) 236-8517

International **Tremor** Foundation..... (913) 341-3880

Lawyer Hotline of WI (Referral & Information) (800) 362-9082

Legal Action of Wisconsin.....(800) 278-1222

Legal Council for Elderly – AARP (202) 434-2120

Legislative Hotline..... (800) 362-9472

Leukemia & Lymphoma Society (800) 955-4572

Lifeline Sales & Service Center (888) 669-2273

Lupus Foundation of America Info Line (800) 558-0121

Medic Alert Foundation..... (800) 432-5378

Medicare (Wisconsin - Part B) (800) 944-0051

Medicare (Carrier) - Administar Federal (800) 270-2313

Durable Medical Equipment (glasses, prescriptions, diabetic supplies)

Fraud (Inspector General of US) (800) 447-8477

Medigap Helpline (800) 242-1060

Mobile Home Complaints Dept. of Commerce ... (608) 576-6224

National Academy of Elder Law Attorneys (520) 881-4005

National **STD & AIDS** Hotline (CDC)..... (800) 342-2437

TTY (800) 243-7889

Spanish..... (800) 344-7432

National **Arthritis and Musculo Skeletal & Skin Disease** Information Clearinghouse (877) 226-4267

National Asian Pacific Center on Aging (206) 624-1221

National Association for **Continenence** (800) 252-3337

National Association of the **Deaf** (301) 587-1788
 National Association for Hispanic Elderly (626) 564-1988
 National **Cancer** Institute..... (800) 422-6237
 National Caucus/Center on Black Aged, Inc..... (202) 637-8400
 National Center for **Vision** and Aging (Lighthouse)
 (800) 334-5497
 National Council on **Alcoholism and**
Drug Dependence (800) 622-2255
 National **Diabetes** Information Clearinghouse
 (NIH) (800) 860-8747
 National **Digestive Diseases** Information
 Clearinghouse (NIH) (800) 891-5389
 National **Domestic Violence** Hotline (800) 799-7233
 National Family Caregivers Assoc..... (800) 896-3650
 National **Hospice & Palliative** Care Organization(800) 338-8619
 National Institute on **Aging** (also Spanish)..... (800) 222-2225
 Fax (301) 496-1072
 National Institute on **Mental Health**..... (800) 421-4211
 National Institute of **Neurological Disorders/Stroke**s
 (800) 352-9424
 National **Kidney** Foundation of Wisconsin (800) 543-6393
 National **Mental Health** Association..... (800) 969-6642
 Spanish..... (800) 969-6642
 National **Multiple Sclerosis** –Waukesha (800) 344-4867
 Spanish..... (800) 344-4867
 National **Osteoporosis** Foundation (202) 223-2226
 National **Stroke** Association (800) 787-6537

Native Elder Health Care Resource Center..... (303) 315-9228
 Office of Disease Prevention and
 Health Promotion (NHIC)..... (800) 336-4797
Parkinson's Disease (800) 972-5455
 National Association for Hispanic Elderly (213) 202-5900
 SeniorCare Prescription Drug Asst Program (800) 657-2038
 Senior Net (computer literacy) (800) 747-6848
 Simon Foundation (Incontinence)..... (800) 237-4666
 Social Security (800) 772-1213
 Social Security (local) (262) 542-7253
 The **Skin Cancer** Foundation..... (800) 754-6490
 Veterans' Affairs (800) 827-1000
 Wisconsin Association of Homes and
 Services for the Aging..... (608) 255-7060
 Wisconsin Council of the **Blind** (800) 783-5213
 Wisconsin Division of Motor Vehicle..... (414) 266-1000
 Wisconsin **Guardianship** Support Center..... (800) 488-2596
 Wisconsin Legislative Hotline (800) 362-9472
 Wisconsin State Bar Association (800) 362-9082

WEB SITES/ON-LINE INFORMATION

There are many Internet sites specializing in age-related topics. Here are some to get you started:

AARPwww.aarp.org

Rights of Nursing Home Residents

.....www.aarp.org/getans/rights.htm

Administration on Aging www.aoa.dhhs.gov

Age Net..... www.agenet.com

Alzheimer's Assoc–Southeastern WI...www.alzheimers-sewi.org

American Heart Association www.americanheart.org

American Stroke Association..... www.strokeassociation.org

Assisted Living Info www.assistedlivinginfo.com

Benefits Checkup..... www.benefitscheckup.org
..... www.benefits.com

Caregiving.Com www.caregiving.com

CareGuide www.careguide.com

Center for Family Caregivers..... www.familycaregivers.com

CareSource www.caresource.com

Children of Aging Parents (CAPS).....www.caps4caregivers.org

Caregiving Coping www.bhoffcomp.com/coping/

Department of Senior Services <http://senior.waukeshacounty.gov>

Eldercare Locator www.aoa.gov/eldercare

Eldercare Online www.ec-online.net

Elder Planning Café www.elderlifeplanning.com

Family Care America www.familycareamerica.com

Family Caregiver Alliance www.caregiver.org

Family Caregiver Resource Line of Waukesha County
..... www.waukeshacounty.gov

Foundation for Health in Aging www.healthinaging.org/

Geriatric Care Manager/Case Management
..... www.midwestgcm.org

Governor's Canadian Drug www.drugsavings.wi.gov

Home Care Organizer www.homecareorganizer.com

Homecare Online www.nahc.org

Immigration and Naturalization www.ins.usdoj.gov

Interfaith Caregiving Alliance
..... www.execpc.com/dstevens/interf.htm

Medicare www.medicare.gov

National Council on Aging www.ncoa.org

National Family Caregivers Association www.nfcacares.org

National Foundation for Depressive Illness..www.depression.org

National Institute on Aging..... www.nia.nih.gov

National Mental Health Association..... www.nmha.org

National Osteoporosis Foundation www.nof.org

National Weather Service Office..... www.crh.noaa.gov

Social Security Administration www.ssa.gov

Social Security Website for women: www.ssa.gov/women

Southeastern Wisconsin Area Agency on Aging
..... www.agingresource.com

This image shows a full page of a document template consisting of approximately 28 evenly spaced horizontal black lines on a white background, designed for writing or drawing.

This image shows a full page of white paper with horizontal black ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for handwriting practice or general writing. There are no margins, text, or other markings on the page.

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings present.

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